

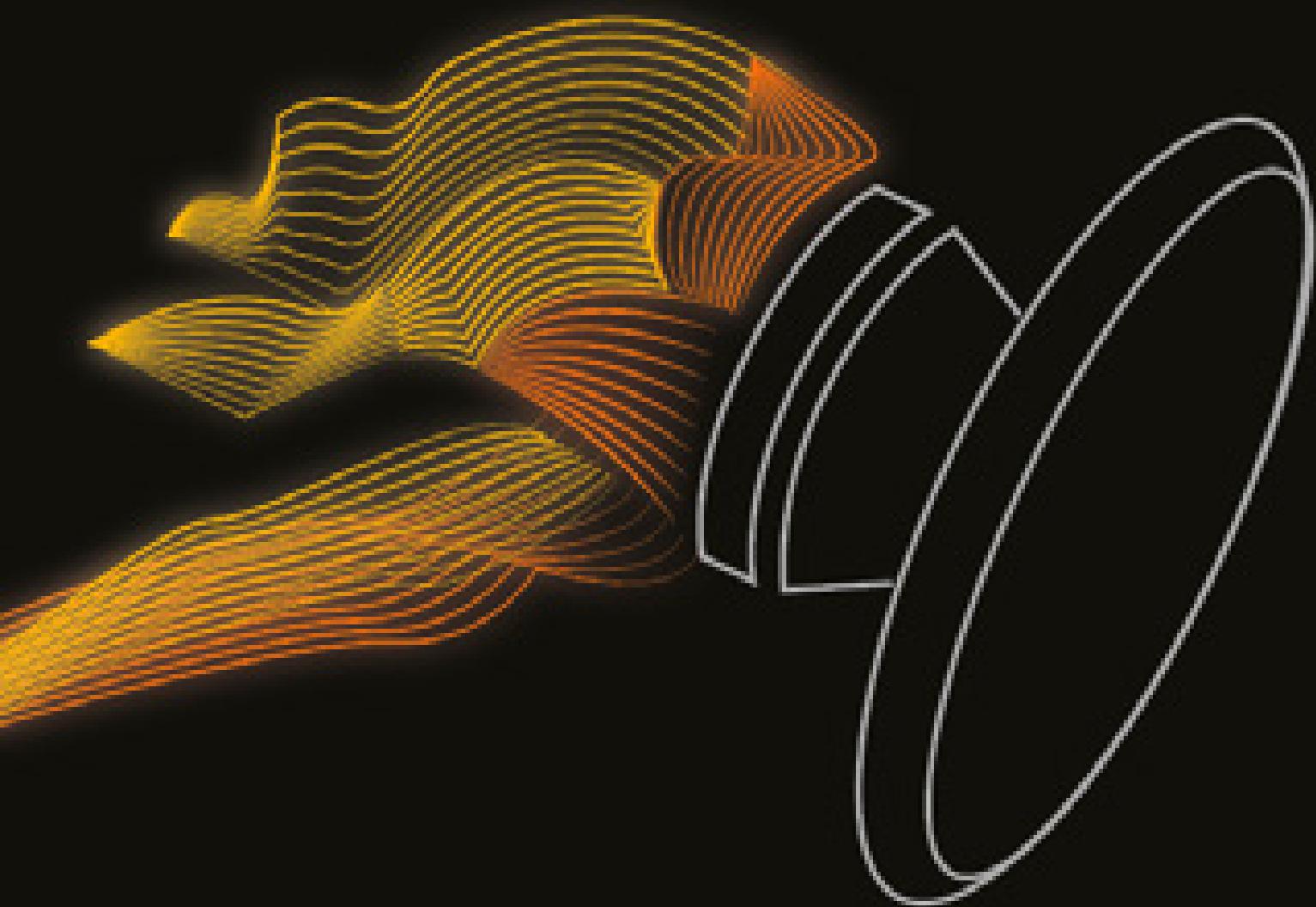
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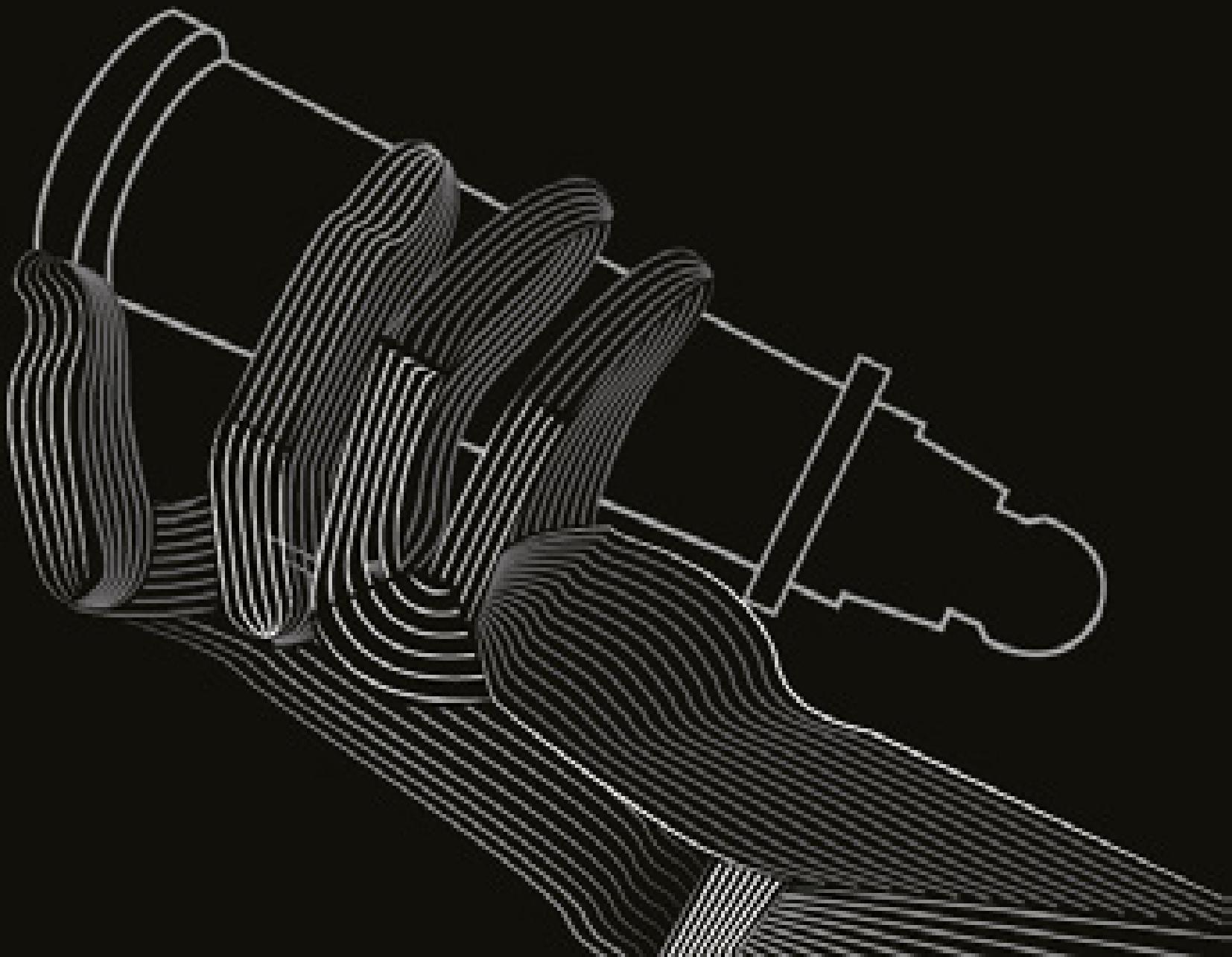


INSPIRE



INSPIRE

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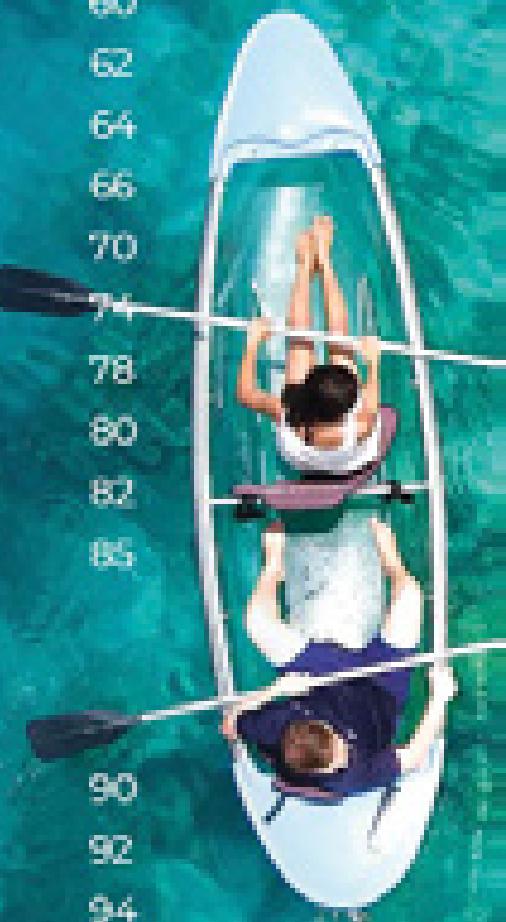
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मुझे यह जानकर हार्दिक प्रसन्नता हुई कि 'टुकोज ट्रैवलर' परिवार ने पर्यटन क्षेत्र में 22 वर्ष पूर्ण किए हैं, और मैं गिरजाहीया भाष्य को इस अवसर पर कौशिकी ट्रैवल बुक 'INSPARIT' लाने के लिए बधाई देता हूँ।

यह एक बहुत ही प्राचीनिक विषय है, यद्योऽकि प्रेरणा, पिकास की ओर पहला कदम है। जो हमारे संस्कृता तथा संवैषेषिकता लाने में महत्वपूर्ण योगदान करता है।

जब हम अपने खारों और देखते हैं, तो हम पाते हैं कि हमारे अर्थीत और वर्तमान में बहुत सारी प्रेरणाएँ हैं जो हमारे व्यक्तिगत को प्रभावित करती हैं।

भारत दुनिया के सबसे युवा देशों में से एक है, जिसमें लगभग 65 प्रतिशत जनसंख्या 35 वर्ष से कम आयु की है। भारत के लिए पर्यटन और संस्कृति यौवांशी से युवाओं को योग्या बहुत महत्वपूर्ण हैं।

हमारी सरकार उन सभी युवाओं के समाधान के लिए प्रतिबद्ध है जो वर्तमान में इस क्षेत्र की वृद्धि को समित कर रही है। इसमें कोई संदेह नहीं है कि पर्यटन का हमारे देश की अर्थव्यवस्था में एक महत्वपूर्ण योगदान रहा है।

मुझे यह विश्वास है कि 'टुकोज ट्रैवलर' पर्यटन के क्षेत्र में अपने बहुमूल्य योगदान को गहर बढ़ा की भीति, आगे भी जारी रखेगा।

'टुकोज ट्रैवलर कोटी ट्रैवल बुक' एक सराहनीय प्रबास है और मैं आशा करता हूँ कि यात्रक संपादकीय रचनाओं की सराहना करेंगे और उनके लोकन में प्रेरणा का संघार होगा।

मैं व्यापिगत रूप से 'टुकोज ट्रैवलर टीव' की कड़ी नेहना, लगन, सल्परता, दुक्का तथा प्रलिपद्धति की सराहना करता हूँ और उनके सफल तथा समृद्ध भवित्व की मरम्मत कामना।

(प्रह्लाद सिंह पटेल)
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मनसुख मांडविया
MANSUKH MANDAVIYA

FOREWORD

I heartily congratulate Gill India Team Today's Traveller for the 22nd Anniversary of Today's Traveller Coffee Table Book. The Group has set a benchmark in terms of editorial excellence in its publications on the travel and tourism industry. In fact, the Group has been in the forefront in quality publishing in this field.

It is also worth mentioning that cruise is an integral part of travel and tourism industry. India's extensive coastline and the proactive approach of the Ministry of Shipping in association with Ministry of Tourism and Ministry of Home Affairs to facilitate and promote cruise tourism is a noticeable change which the industry needs to highlight.

I compliment the unrelenting efforts that Gill India Team Today's Traveller has been making over the last 22 years and am sure the Coffee Table Book covers the changes the world of travel and tourism is witnessing.

I wish Today's Traveller every success in all their future endeavours.

A handwritten signature in black ink, appearing to read "Mansukh Mandaviya".

(Mansukh Mandaviya)

Date: 4th September, 2019
Place: New Delhi

Editor's Desk



Kamal Gill

To inspire means to breathe life into something...be it an idea, an individual or a creative endeavour. It is like blowing onto a low flame to spark up the volume and intensity. The framework must already exist; The desire is to move up to the next level and add that dimension that will excite and stimulate attention.

To inspire is often not intentional. It is evoked as a heroic image that appeals to our imagination. To inspire is the flipside of the coin. It is the desire to be a better version of oneself. In both cases - to excel and the desire to excel - the intention is the same: to uplift. It is a tango of the human spirit. The one who recognises excellence in another and seeks to replicate it; and the other who is an example and shows the way to excellence. Inspiration, on the other hand, is less tangible, but creates the same cause and effect. It is the unknown magic that transforms a person from apathy to hope and provides a new perception into one's potential and abilities. This remarkable change in attitude allows us to identify solutions and opens us up to a world of new possibilities.

Inspiration helps us walk on 'the road less travelled' and makes us open to risk and adventure. When we have the mental strength to break stereotypes and no longer bind ourselves to limitations...discovery follows. We recognise that we often create our own boundaries or glass ceilings. We then begin to no longer define life through the prism of our limited experiences. This moment of clarity and truth is the essence of inspiration. Unfortunately, like the Holy Grail, we may seek inspiration, but it does not often reveal itself nor does the real 'bonne(f)' occur. You cannot learn it or will it and often, like love...it just happens. The interesting thing is that if one prepares oneself as a seeker of possibilities, with an open mind and flexible attitude, the attitudinal shift of perceiving a challenge like a prism with any number of possible solutions makes us open to getting a sudden insight for a solution to a problem or a conundrum.

Acting on the inspiration, along with fine tuning its development, brings success to the project or situation.

The surprising fact is that often, along the way, we hit upon unanticipated consequences...and that might open up entirely new possibilities...far bigger in range and dimension to whatever was originally conceived. A case of the result outdoing the expectation or the possibility!

Inspired individuals are often submerged, absorbed or lost in thought or in the project - and this is part of the process of inspiration. This huge commitment to the situation or task creates its own momentum of energy. As a result, you find that there are no limits to achieving a resolution. You discover how much latent strength, resources and qualities you have within you. You reach out at will to people who can help you, to solutions that can be applied - to actually doing anything, even the most frivolous, to actualise the solution. Belief in your project and belief in yourself are displayed to the world...on account of your unwavering commitment; this, then, creates a better version of yourself.

Inspiration, thus, has a lot to do with making one's own destiny. We carry a badge of courage as we fight all odds to realise our dreams, aspirations and hopes. And so, individuals, industries and nations move ahead on the path of progress. While every new flag bearer of creative resources creates inspiration, it is often not the actual worth of the project that makes it so desirable, but its perceived value to humanity that is its benchmark.

The stories of inspirational men and women run in hundreds of thousands...in different fields and forms of excellence. The one common thread or theme that runs through each inspirational individual is a heroic desire to beat the odds.

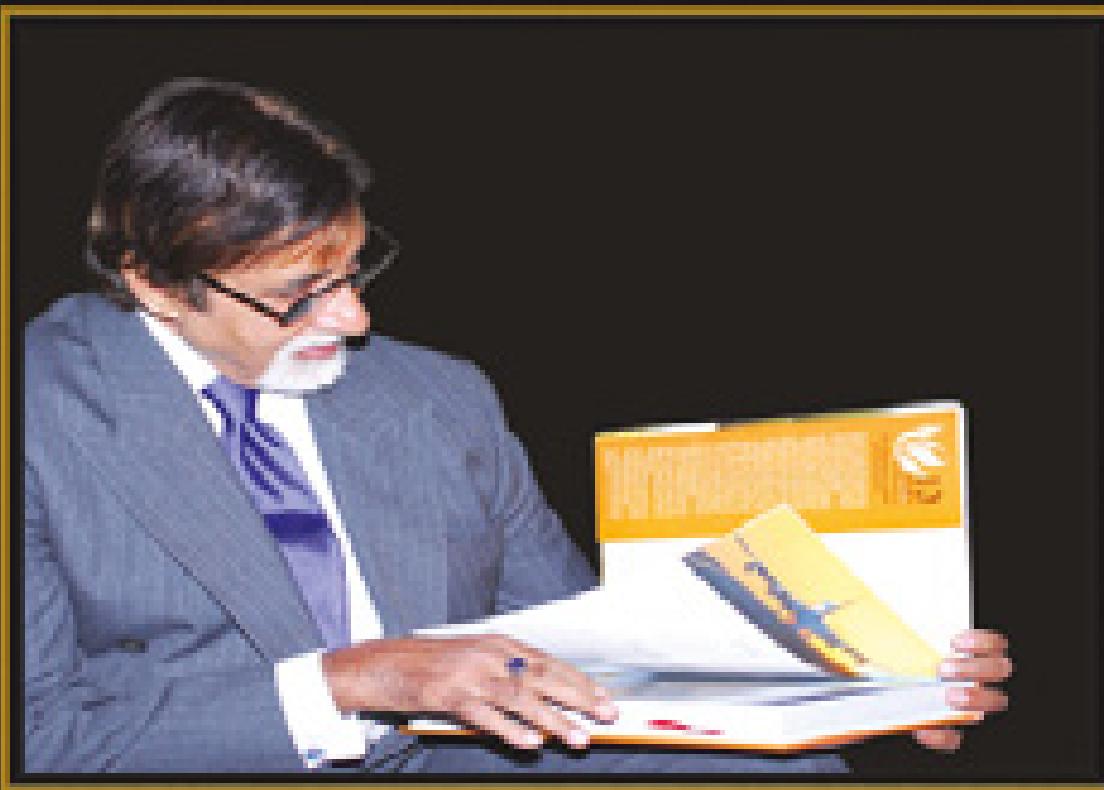
Drawing upon reserves of resilience unbeknown even to the individual is the mark of an achiever. More often than not, inspirational figures don't recognise defeat, even though failures may run thick and fast through their lives. It's possibly this blind faith, resilience and total dedication to the goal that results in success.

Slicing further to the truth, to inspire is to motivate - self-motivation in most cases. It's always a surprise how one gets drawn to a distant figure, reads or watches or hears him/her and then models one's behaviour accordingly. It's a self-development journey that is heroic in itself on account of the difficulties faced in walking in the footsteps of the great. Why do inspirational stories move us? Because they touch the core of our hearts...where, perhaps, we are most vulnerable. The story resonates deep within us and moves us to perhaps similar actions of heroism.

Inspiring figures go beyond time, because the appeal is not limited. It needs only human willpower. So, raise that torch high...raise it to the heroism that resides within all of us and to the hidden capabilities and goodness that need to surface to make the world a better place to live in.


Kamal Gill
Founder, Phillips Traveller

Hall of Fame



AMITABH BACHCHAN

Bollywood Megastar

Today's Traveller Coffee Table Book, 'INSPIRE', celebrates the achievements of icons of the business world and captains of the hospitality and travel industries, and their universal dedication to a performance culture that speaks of dogged persistence in the face of challenge, of creating value for others and pursuing a philosophy of inclusive growth. These successful leaders are the power and intellect that drive their organizations; they are the visionaries, who hold the firm belief that the measure of success is a winning combination of true grit, determination and a passionate desire to reach one's goals.

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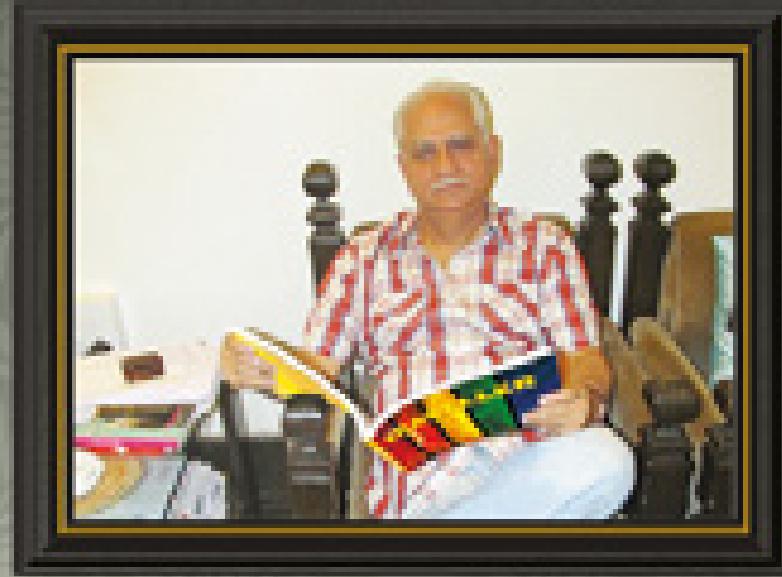
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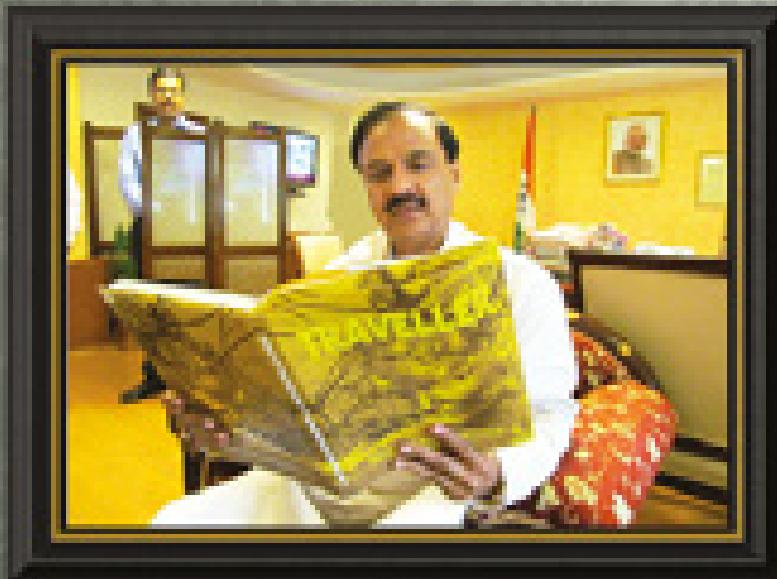
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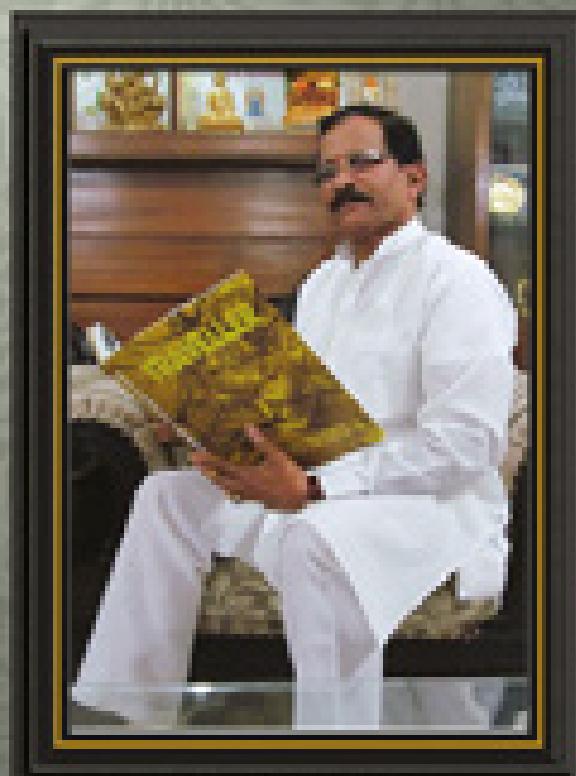


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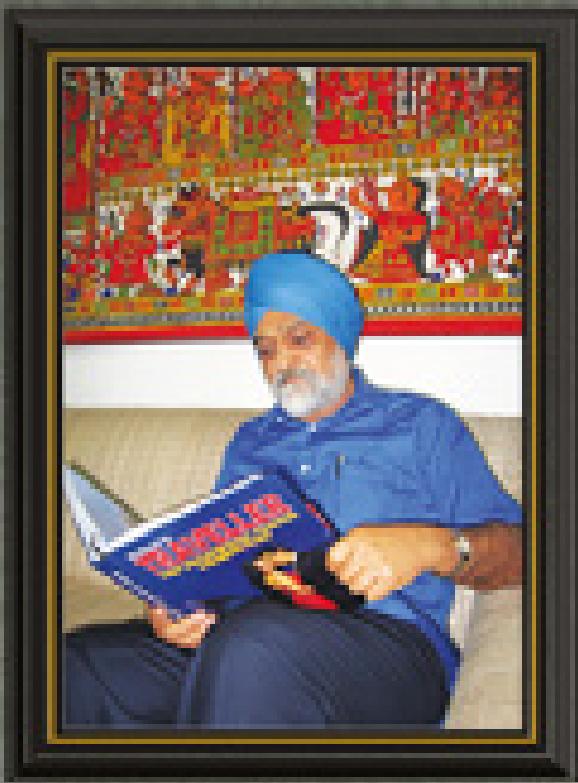
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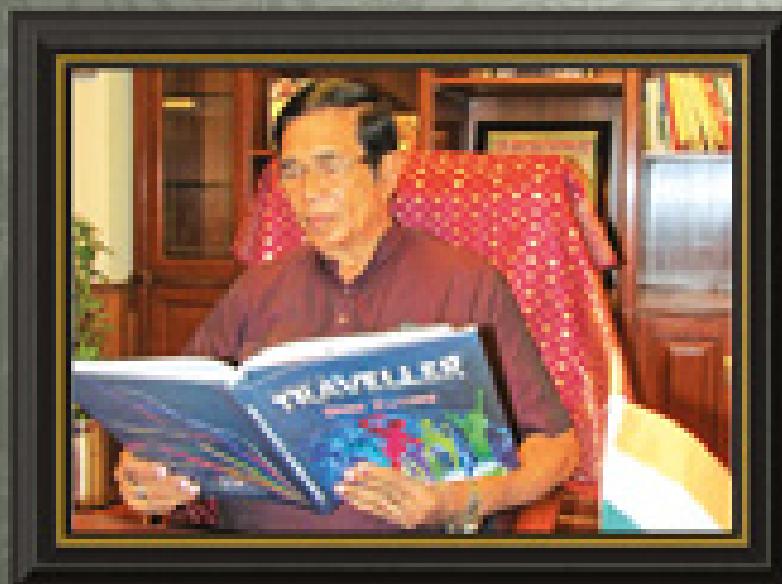
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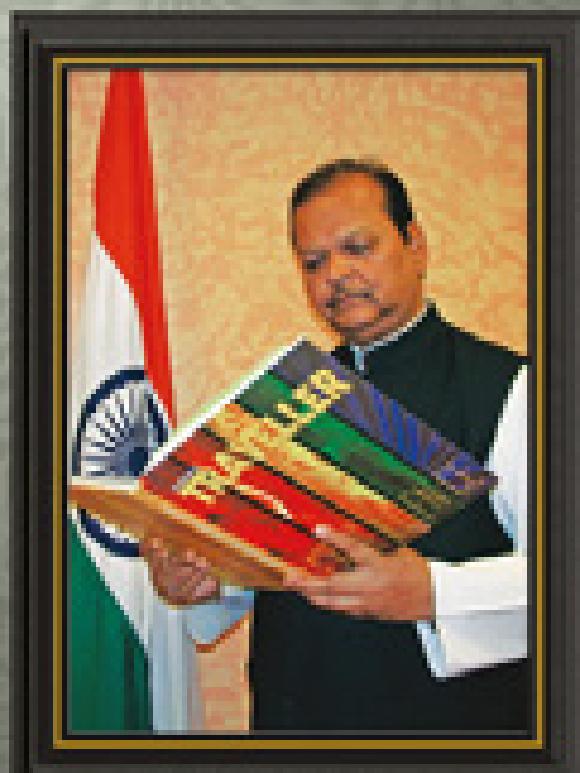
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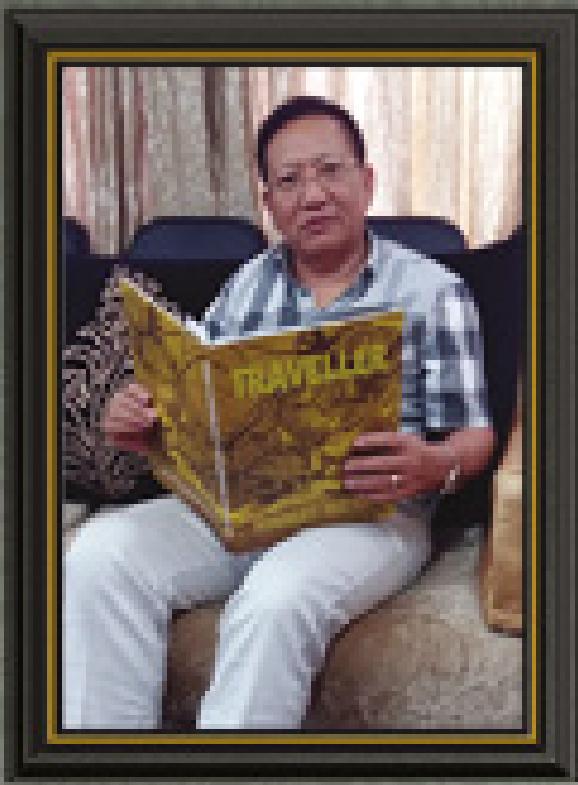
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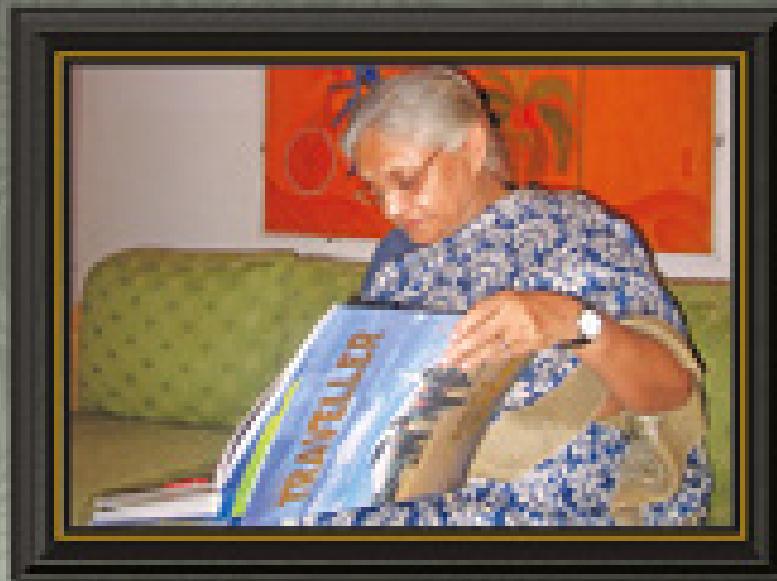
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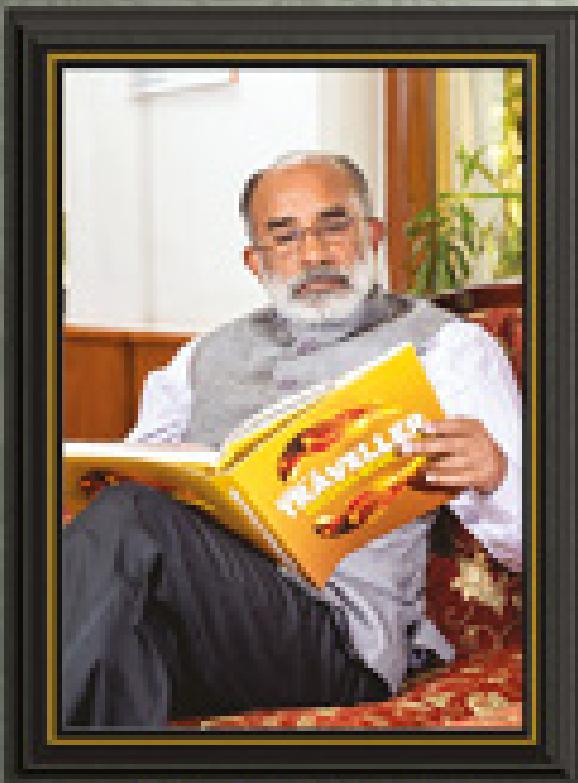
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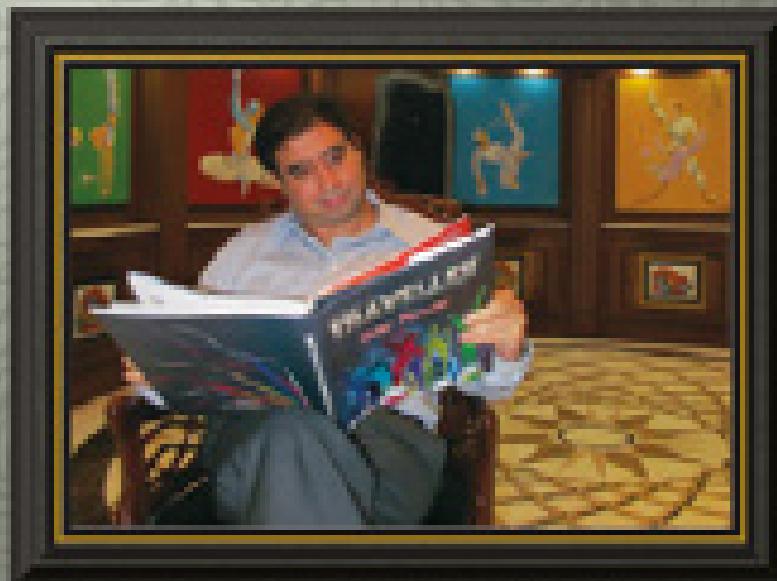
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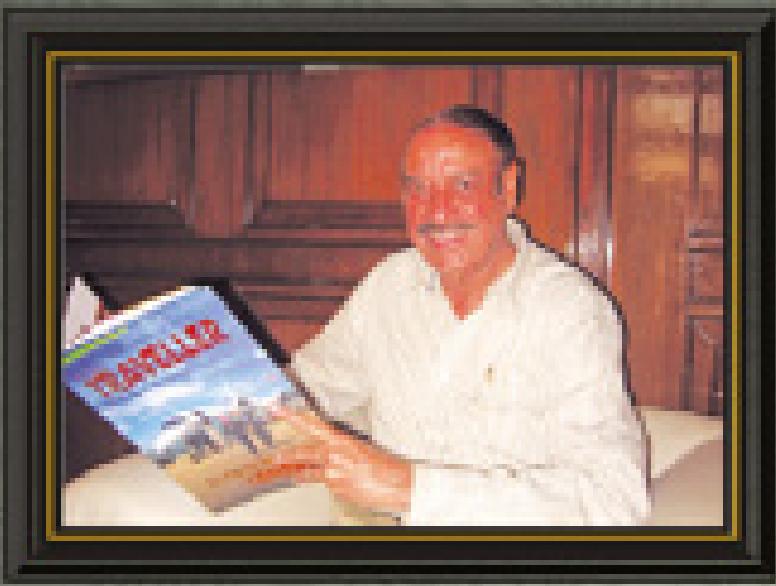
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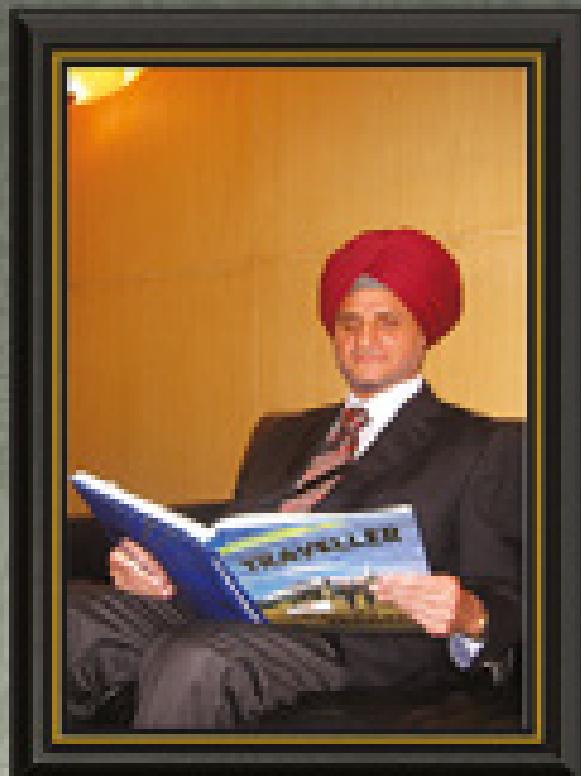
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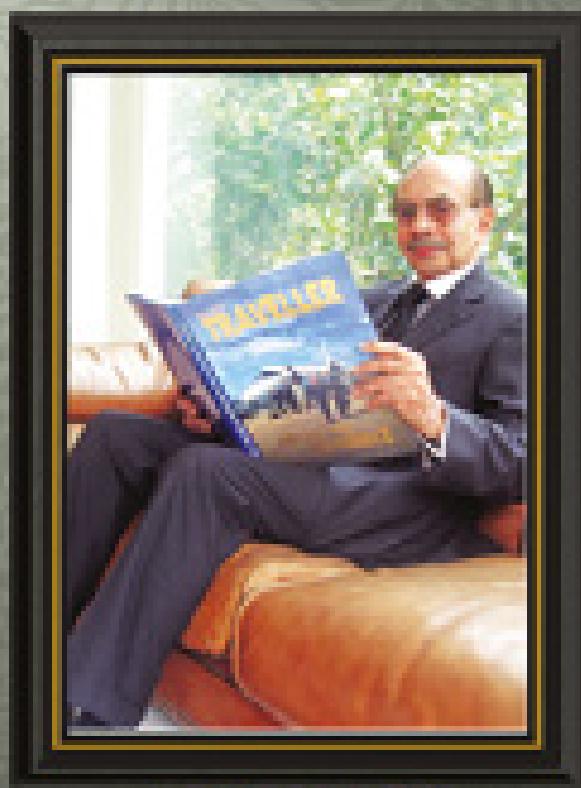
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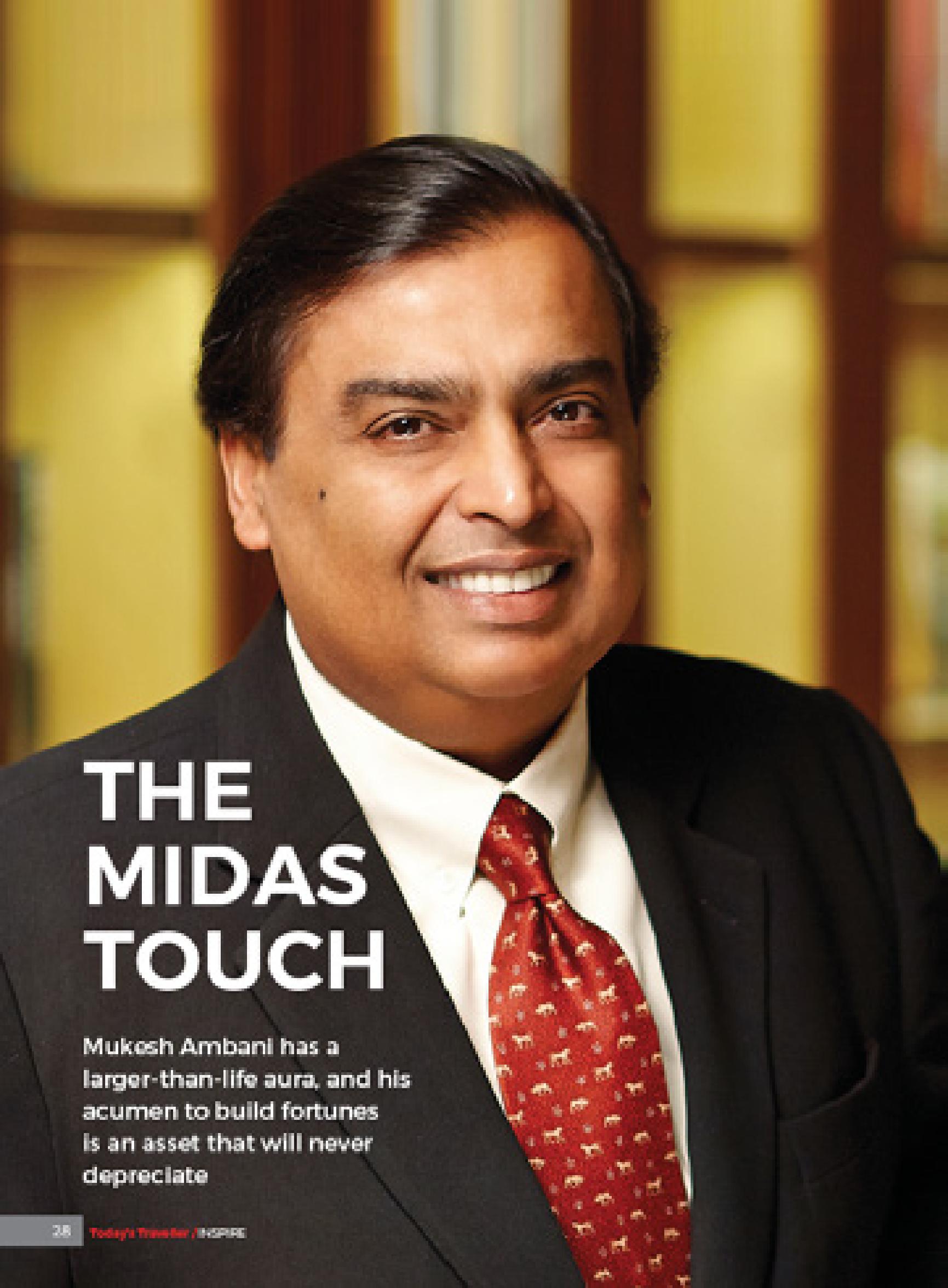
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ICONIC LEADERS



A close-up portrait of Mukesh Ambani, an Indian businessman. He is wearing a dark suit, a white shirt, and a red patterned tie. He has dark hair and is smiling warmly at the camera. The background is blurred, showing what appears to be an ornate interior.

THE MIDAS TOUCH

Mukesh Ambani has a larger-than-life aura, and his acumen to build fortunes is an asset that will never depreciate

With unfailing consistency, Mukesh Ambani, Chairman & Managing Director, Reliance Industries, has retained the top slot in definitive lists of Most Powerful People in the World. According to Forbes, the net worth of his oil and gas giant company is \$1 billion dollars, which also makes him one of the most affluent persons in the world.

If Ambani's father Dhirubhai was a visionary in Indian business, Mukesh's vision is even more ambitious. From textiles to polyester fibres and then to petrochemicals, petroleum refining and oil and gas exploration and production, Ambani steered Reliance towards becoming the colossus it now is. He was responsible for establishing the world's largest grassroots petroleum refinery at Jamnagar, in Gujarat, and set up Reliance Infocomm Limited, one of the largest and most complex information and communications technology initiatives in the world. Reliance Jio has connected over 280 million people in India with low-cost 4G – an admirable feat by any standard.

Ever the skilled strategist, Ambani is now focussing on e-commerce to expand his horizons and put his mark on an empire that he largely inherited. He plans to take on Amazon.com Inc. and Walmart Inc. in India and create an online shopping platform.

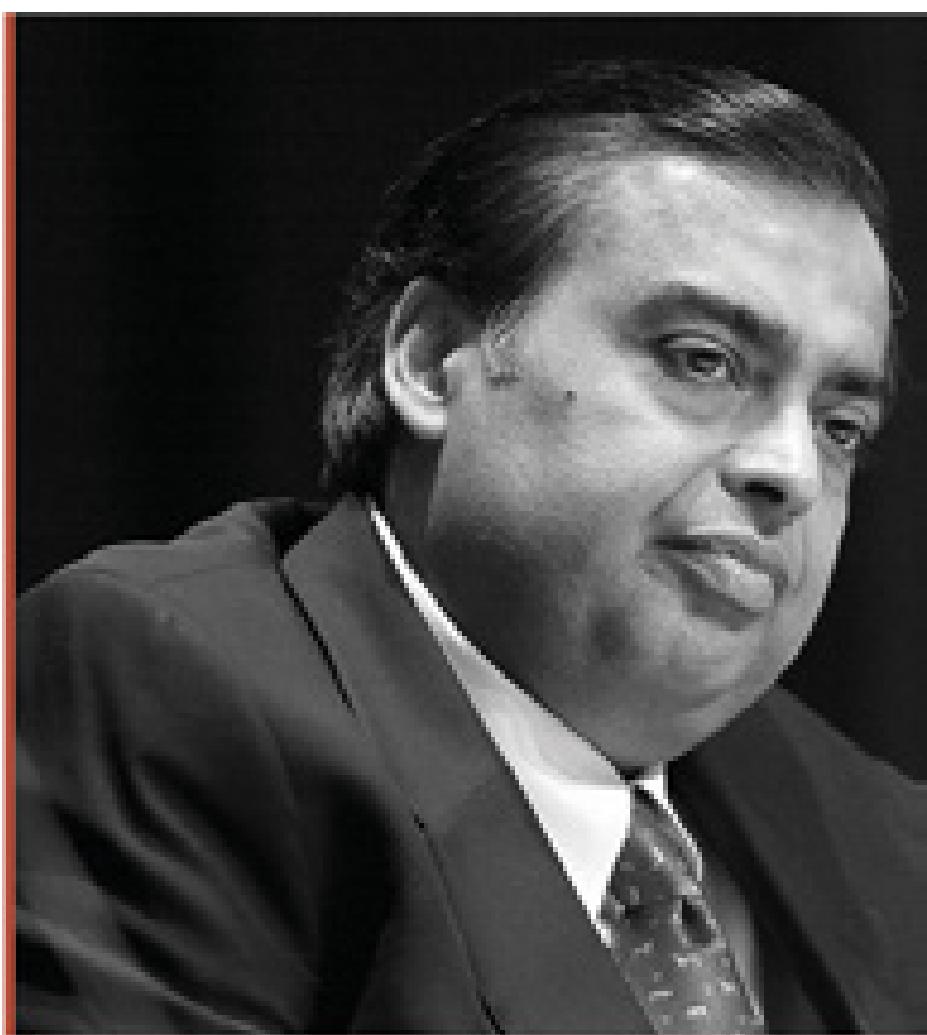
Recently, Reliance Industries has inked a deal to take over British high street icon Hamleys for £600 million. The acquisition marks the conglomerate's first foray in an overseas retail brand and places Reliance into the frontline of global retail. Ambani's strategy to diversify beyond refining and petrochemicals has paid rich dividends, driving quarterly profit to record heights.

Though rooted in tradition, Ambani understands that the way forward is keeping in step with innovation. In his own words – "It is my firm conviction that the biggest value creator in the future for our company and for our country will be innovation. Our efforts here would be in new business models and technologies that are either integral or adjunct to our business." Ambani explicitly voices his core belief. Ambitious, savvy and clever strategist that he is, Ambani is totally grounded. Inscrutable and shy,

he is known to not open up completely even with close friends. A traditional Hindu who practices strict vegetarianism, Ambani even abstains from drinking alcohol. He is known to stay up until late into the night, typing out emails and holding meetings and watching Bollywood movies.

But, the son of Dhirubhai Ambani did not receive everything by default. Since joining Reliance Industries in 1981, he worked dedicatedly to take the legacy to another level. It was Ambani's painstaking efforts that brought Reliance to the place where it is now.

The eldest of three siblings, Ambani lived in a modest two-bedroom apartment in Mumbai until the 1970s. After completing his Chemical Engineering from the Institute of Chemical Technology, Matunga, he enrolled for an MBA at Stanford University. However, he had to leave to look after the business. At that time, Reliance was a small but fast-growing enterprise. Ambani the visionary foresaw the future of Reliance, gripped the reins and steered the company through a spectacular journey of prosperity.



GRITTY TRAILBLAZER



Extraordinary abilities, the skill to innovate and an iron will have made Kiran Mazumdar-Shaw India's biggest entrepreneurial success story

The story of Kiran Mazumdar-Shaw, Chairman and Managing Director, Biocon, is the archetypal garage success story, of how a girl from a traditional Gujarati Brahmin family emerged to become India's first woman brewmaster.

Biocon, the enzyme manufacturing company, was founded by Mazumdar-Shaw, in November 1979, with a modest capital of Rs 10,000. Working from the garage of her Koramangala house for the next three years, there was nothing to indicate that Mazumdar-Shaw would soon put India on the scientific map of the world in terms of a breakthrough innovation.

By her own admission, Mazumdar-Shaw confesses to being an 'accidental entrepreneur', and recounts how she had no intention of becoming a businesswoman. Six years after Biocon was established, she was approached by Shrikumar Suryanarayanan, an engineering graduate from the Indian Institute of Technology, Madras, who wanted to borrow some enzymes for a project he was working on. She loaned him the enzymes, and then convinced him to come to work for her.

The start may have been fortuitous, but within four decades, the canny businesswoman placed the Indian biotechnology sector on the global map. From a manufacturer of enzymes, Biocon has transformed into becoming India's largest manufacturer of

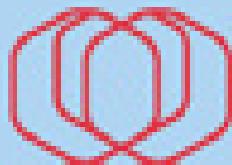
bio pharmaceuticals, targeting diseases ranging from diabetes to cancer.

The beginnings were none too easy for Mazumdar-Shaw – consistently battling against gender bias. Hoping to emulate her Brewmaster father, she returned to India with a Master Brewer certification from Australia, but was confronted with hostility by brewmasters. Undaunted, Mazumdar-Shaw looked elsewhere to pursue her ambition and discovered it in the form of Leslie Auchincloss, a biotech entrepreneur and promoter of Biocon Biochemicals, an Irish speciality chemicals firm. Partnering with Auchincloss in his quest for developing a papaya-based enzyme, Mazumdar-Shaw took her first fledgling steps towards becoming a woman entrepreneur.

Within a year, Biocon became the first Indian company to export enzymes to the US and Europe and in 2007, it became the first Indian company to gain approval of the US Food and Drug Administration (FDA) for the manufacture of a cholesterol-lowering molecule. The company expanded exponentially and after a successful initial public stock offering, Biocon's stock market value soared and Mazumdar-Shaw, with a nearly 40% stake in the company, became the richest woman in India. Shares Mazumdar-Shaw to a reputed journal, 'I hate the title of being called 'The Richest Woman in India,' but it's the recognition that this was the value that I had created as a woman entrepreneur, and that makes me very, very proud.'

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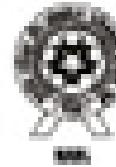
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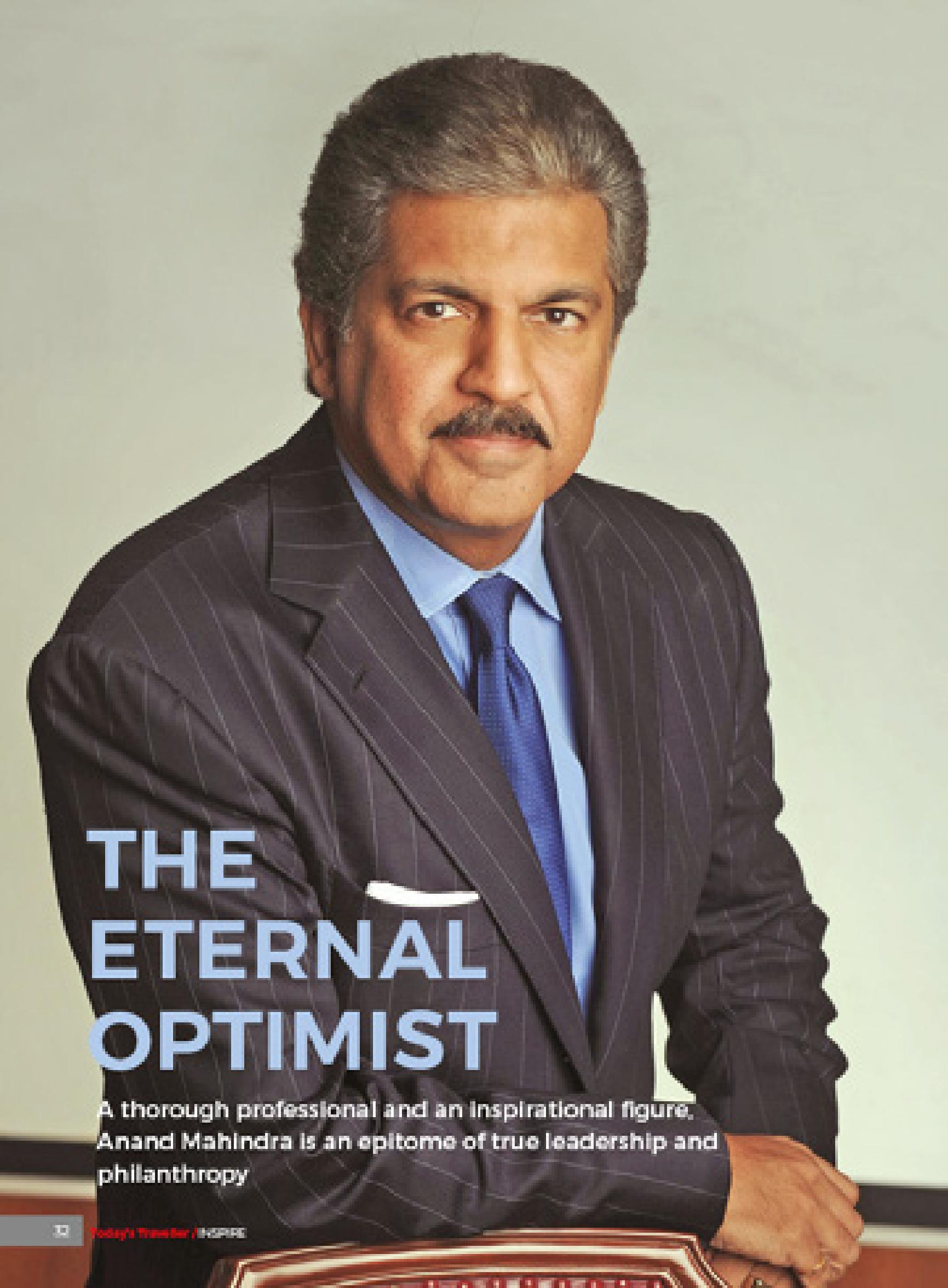
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THE ETERNAL OPTIMIST

A thorough professional and an inspirational figure, Anand Mahindra is an epitome of true leadership and philanthropy.

A name to reckon with in the automobile industry, Anand Mahindra is the Chairman of the US\$20.7 billion Mahindra Group and the Executive Chairman of Mahindra & Mahindra Ltd. An incisive business commentator and humanitarian with over 6 million Twitter followers, Mahindra has been at the forefront of social change, with initiatives like the Nari Kali programme, which, for the last two decades, has provided over 330,000 underprivileged girls access to high quality education. Mahindra is the Chairman of the Board of Nari Kali Foundation, India's leading NGO focused on skilling youth, educating girls, and providing sustainable livelihoods to small farmers through biodynamic agriculture. Mahindra also serves on the Founder's Board of The One Fund - a \$2 billion impact fund.

Born in a family of industrialists, Anand Mahindra did his schooling from the Lawrence School, Lovedale and then graduated in Engineering and Architecture with Magna cum Laude in 1977. After completing his MBA in 1988 from the prestigious Harvard University, Mahindra kick-started his career as an Executive Assistant in Mahindra Ugine Steel Company. In 1989, he reached a milestone by becoming the President of this leading group and diversified the company into new business areas - Real Estate development and Hospitality. His efforts in elevating the company's footprint globally catapulted him to the position of Managing Director in 1997. In 2003, Mahindra took on the additional responsibility of Vice Chairman.

Under his able guidance and leadership, the Mahindra group set international benchmarks for success and became an efficient and aggressive competitor in the new liberalised economy. The company witnessed a rapid growth in terms of acquisitions, as well as Greenfield business development with several high-profile brands, including Satyam Computer Services (2006), Reva Electric Motors (2010), Ssangyong Motor Company (2010) and Scorpio (2003).

The launch of Scorpio, an SUV, in 2003, gave a major boost to the Group, but the stock prices dwindled in the market. But, Mahindra played his cards well in the dicey gamble and emerged a winner. Scorpio made positive impressions on the company's growth chart and came out as a well-judged risk. He also launched the highly appreciated UV (Ssangyong). MM&M's Automotive Sector makes a wide

range of vehicles, including MUVs, LCVs and three-wheelers. MM&M is the largest manufacturer of MUVs, offering over 20 models. The company is presently a market leader in the UV segment and its share is the darling of long-term investors.

The company then shifted its focus on developing components and offering engineering services. It has also made strategic acquisitions of plants in China and the United Kingdom and has three assembly plants in the USA. The company has partnered with international companies, like Renault SA, France, Nissan and International Truck and Engine Corporation, USA.

MM&M has evolved over the years as a conglomeration of many companies, united with a common goal. The company ranks superior to other companies in various key industries, such as utility vehicles, Information Technology, tractors, and aviation ownership. The company's growing presence can be felt in many sectors, such as Real Estate development, aerospace, retail, defence, energy, financial services, logistics and many more.

Mahindra has many awards to his credit. He was awarded the Rajiv Gandhi Award in 2004, for his outstanding contribution to the field of business. Anand Mahindra was awarded with The Economic Times award for Business Leader of the year 2008-09. He won the Most Inspiring Corporate Leader award for the year 2007 by HDTV Profit. Mahindra is a strong votary of arts and culture.

To celebrate and nurture music, theatre culture, art and history in India, the company awards Mahindra Blues, Mahindra Excellence in Theatre Awards and Mahindra Sanskruti to the well-deserving artists. Anand Mahindra serves as Chairman of the India Advisory Council of the Lincoln Center and as the Board of Trustees of the Natural History Museum of London.

A regular on Twitter, he frequently shares his business ideas and views through some of India's leading business magazines. His ambitions are drawn from Jack Welch's dictum at General Electric, that is, to be either Number One or Number Two in whatever business he is in.

Under his able leadership and guidance, MM&M has grown into one of India's leading companies, employing more than 113,000 people, with its presence in over 100 countries. As it moves into the 21st century, the Mahindra Group, under the aegis of its dynamic leader, promises to grow from strength to strength.

THE CONSCIOUS CAPITALISTS

Entrepreneur-turned-philanthropist Bill Gates and his wife Melinda Gates have touched the lives of millions of people through their charitable organisation



Ever since its formation in 1997, the Bill and Melinda Gates Foundation, the largest charitable organisation in the world, has been a catalyst for positive change for some of the poorest people in the world. The organisation is particularly active in the sector of healthcare, and has the ambitious goal of eradication of malaria and polio and controlling the spread of tuberculosis and HIV.

The foundation's trust endowment is of \$23.5 billion and it makes liberal grants (in excess of \$3.9 billion in 2014) every year. While America has a long history of famous philanthropists like Andrew Carnegie, David Rockefeller and Warren Buffet, Bill and Melinda Gates Foundation has taken philanthropy to new heights. With assets reportedly valued at \$34.6 billion, it is the wealthiest charitable organisation in the world. Ever since, his retirement from Microsoft, he concentrates entirely on his charitable efforts. Under the stewardship of Bill and Melinda Gates, the organisation has provided financial support to some

of the most pressing public health issues in the world.

It is because of their unflinching support, that polio has been eradicated from India. In 2014, with massive coordinated efforts with the Indian government and Rotary International, the foundation employed 2 million vaccinators who travelled the length and breadth of the country to administer polio vaccination. In addition to polio, malaria and HIV are two of the other areas of focus for the organisation. Since 2005, the issue of climate crisis has occupied much of the attention of the power duo.

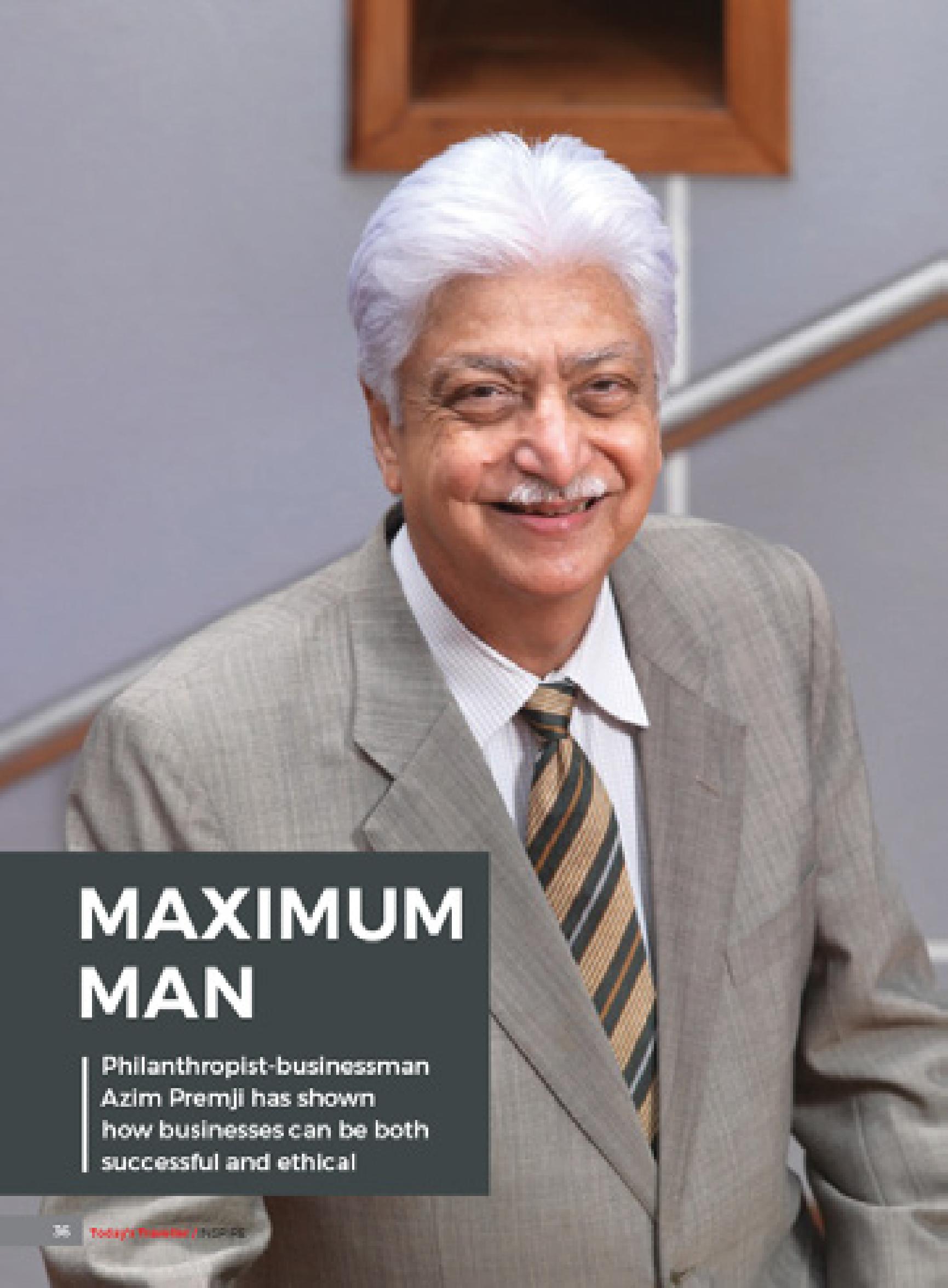
In their annual newsletter, Bill Gates has talked about climate change at length. He said, "It is fair to ask whether the progress we're predicting will be stalled by climate change. The most dramatic problems caused by climate change are more than 15 years away, but the long-term threat is so serious that the world needs to move much more aggressively - right now - to develop energy sources that are cheaper, can deliver on demand, and emit zero carbon dioxide".



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MAXIMUM MAN

Philanthropist-businessman Azim Premji has shown how businesses can be both successful and ethical

Today, when philanthropy and corporate culture are interwoven, it behoves businesses to align their giving back with their company's mission. Some companies make corporate giving look easy, accomplishing a tour de force as if it was intrinsic to their nature. Azim Premji Wipro Limited is one such company, one that has rewritten the art of giving. As its helm until recently was a legend who showed how businesses can be successful while being committed to integrity.

Leading business tycoon, investor and philanthropist, Azim Hasham Premji led Wipro through four decades of diversification and growth to become a global leader in the software industry.

Premji's resilience and never-say-die attitude are borne out by his personal narrative. His father founded Western Indian Vegetable Products Ltd., which produced vanaspati. However, tragedy struck just before Premji was to complete his degree in Engineering at Stanford University, as his father died unexpectedly. Postponing his graduation, he returned to India to take on the family business and immediately began to diversify, delving into consumer products such as soap, shoes, and light bulbs, as well as hydraulic cylinders.

Renaming the company Wires in 1977, Premji began to steer the company towards the IT business and established a number of successful international partnerships in the 1980s to help it build computer hardware for sale in India. He made inroads into software development, hired the best people and provided them with exceptional training, using India's wealth of well-educated software developers.

Thanks to substantial increases in technology stocks, Wipro's value skyrocketed in the late 1990s, and Premji became one of the richest entrepreneurs in the world. Wipro's success may be attributed to its Chairman, who abandoned tradition and transformed the company into an IT powerhouse with a strong foothold in foreign markets.

Humane and modest despite his personal wealth, Premji celebrated the joy of giving by establishing the non-profit Azim Premji Foundation, which extended computer-aided education to more than 16,000 schools.

Standing tall amidst India's philanthropists, the Padma Vibhushan awardee's commitment to philanthropic activities is a staggering \$1.45 trillion.



All of us have a collective social responsibility towards doing our bit... Of all the challenges, the key to me is education. We have a paradoxical situation, where on the one hand we have jobs chasing scarce talent and on the other, rampant unemployment and poverty. The only way to bridge these two ends of the pole is by providing quality education that is accessible by all.

—AZIM PREMJI, Chairman, Wipro Limited

BREAKING BARRIERS

For Anshula Kant, World Bank's new CFO, absolute commitment and diligence have contributed to her success



It is difficult for a woman to break the glass ceiling, especially if she is in the banking sector. Studies have shown that women are underrepresented at all levels of the global financial system – from depositors to borrowers to management executives. So, when World Bank, the global financial giant, declared Indian national Anshula Kant as its next Managing Director (MD) and CFO (chief financial officer), it was undoubtedly a proud moment for India.

Speaking about Kant, World Bank Group President, David Malpass, said via a statement, "Anshula brings more than 25 years of expertise in finance, banking, and innovative use of technology through her work as CEO of the State Bank of India."

One could well argue that there is no role that is tougher than that of the Chief Financial Officer of the World Bank. However, being in the same position in the State Bank of India was not exactly an easy job either. The sheer size of the bank made her job difficult, to say the least. With \$30 billion in revenue, total assets of \$500

billion and more than 250,000 employees, the financial behemoth called for strong leadership, great tact and firm decision-making capabilities. However, Kant proved her mettle by taking a variety of brave decisions – the bank, under her financial tutelage, recently attempted a seven-sided merger simultaneously under Kant's watch. Moreover, it had to write off over 1 trillion rupees of debts in order to clear its books of a legacy of bad debts.

Her long tenure in SBI, in a variety of roles, has made her the perfect fit for the new role in the World Bank.

Kant's work at the World Bank will include oversight of

financial reporting, risk management and working closely with the CEO of the bank on the mobilisation of IDA and other financial resources. The job may be challenging, but for this IISER graduate her long stint in one of the most difficult financial institutions in the country makes her well prepared.

Apart from number-crunching, the daughter-in-law of Varanasi (her husband is a Varanasi-based Chartered Accountant) loves gardening, music and reading. Kant plans to retire from her work life and return to Varanasi to learn music were shelved when she received a call from World Bank.

There is no doubt that for the hundreds of young women who are trying to make a mark in the world of finance, Kant will be a shining example of hard work, dedication and the ability to achieve anything by dint of one's merit. There is no doubt all these successes can get into one's head, but for Kant, who has grown up in the Himalayas, staying close to the ground is what gives her wings to fly!



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THE BANKABLE BARON

For Uday Kotak, business is something that was ingrained in his blood right since childhood. Born to a family of cotton traders, Kotak's upbringing is a classic case of both capitalism and socialism working in tandem. Consequently, he studied at Hindi Vidyashram, in Marine Drive, along with his cousins. In an interview, reminiscing about his family, Kotak shares, "Interestingly, our joint family believed in capitalism at work and socialism at home. So, it was a family decision that all boys had to go to that school." However, it has not always been a bed of roses for Kotak, whose life has been marked with a great many upheavals, including a major accident, before he became a billionaire banker.

In the same interview, recalling his earliest memories of business, Kotak says, "It is of my father waking up at 5:30 in the morning to make trunk calls, because they used to cost half the rate before 6am. He would call farming places like Sriganganagar in Rajasthan and Sirsa in Haryana, to acquire the cotton price and called the textile mills later to give them the prices." Kotak continues, "I learnt from my father and grandfather how business is done. They had totally different approaches. My grandfather was detailed in his approach while my father was good with the big picture. That was a very interesting part of my childhood."

He humbly attributes his first lessons of business to his family trade, recognising that it was all part of growing up and learning from it was a process of imbibing and informal learning. His success at formal education during his formative

years provided a big spur to his skills and attitude towards life. During his first year of MBA, Kotak survived a major accident and consequently lost a year during his recovery. However, he entered the family business as soon as he recovered to make the most of that year. He learnt that one's position in the family dictates what is right businesswise, and that some business decisions might not be based on logic. After completing his MBA, Kotak was reluctant to pursue the family business again due to serious differences of opinions with other family members and thus decided to join Hindustan Lever. However, after a serious discussion with his father, Kotak changed his mind and started with a 300-sqft office space in one of his warehouses, as a Financial Consultant for the family business.

His first business venture was in the field of Bill Discounting, when he established Kotak Capital Management, which dealt with the bill discounting scheme by raising money for businesses in bills of exchange. In April 1986, Kotak met Anand Mahindra and proposed a tie-up. Mahindra agreed and the parent company came to be known as Kotak Mahindra Finance. The company went public in December 1991, looking for expansion and becoming a broad-based financial services company, including banking – even though banking business was closed for private sector firms at the time.

In 1992, the company signed up with Goldman Sachs to do investment banking and broking. It was Goldman's first joint venture anywhere in the world and the partnership ran successfully for the next





**Uday Kotak, MD
& CEO, Kotak
Mahindra Bank,
is a gritty and
passionate banker,
born with a love for
numbers**

12 years. To start car financing schemes in India, Kotak aligned with Ford. In mid-1997, Kotak sensed the incoming danger of a financial crisis brewing up in South Asian countries and quickly took major steps to reduce losses by cutting down on the balance sheet by 50%. The company cut down on its loan books from Rs 1800 crore to Rs 800 crore, just before the Asian Crisis, but the serious cash flow from Ford and Goldman kept the company afloat to

ride over the difficult times. The company started a Mutual Fund scheme in 1999 and a Life Insurance Policy in 2001. In 2002, the company applied for a licence for banking operations and thus the parent company converted and became Kotak Mahindra Bank in 2003. Currently, Kotak Mahindra Bank has \$57 billion in assets and a network of 1500 branches- no wonder, then, that Uday Kotak is Asia's Richest Banker, with a net worth of \$2.9 billion.

TURNAROUND WOMAN

Family businesses in India and elsewhere have understood that innovation is essential in order to maintain their relevance in the changing business environment. Talent issues, technology requirements and complying with regulations are additional challenges that family businesses have to face. Nisaba Godrej, Executive Chairperson of Godrej Consumer Products Ltd (GCPL) and younger daughter of Godrej Group Chairman, Adi Godrej, has accepted this and spearheaded the change in the Godrej Group. She is responsible for developing a dated conglomerate into one that is cutting edge and connected with the present.

At near 40, Godrej has achieved what may have been well-nigh impossible for others – growing the company by introducing innovative products, expanding the company's footprint on foreign shores, inducting newer and younger persons into the company and by putting a performance-driven culture into place.

Responding to her elevation as Chairperson of the company, Godrej vowed to take the company forward on the same guidelines that her father, Chairman Emeritus, Adi Godrej had done – "I promise to serve all GCPL's stakeholders wholeheartedly and assure them that the values our Chairman has taught us, combined with his disciplined, results-driven, and humble approach, will always be the core of our DNA." She has been as good as her word – driving the Group forward with "deep ambition, hard work and a strong sense of purpose."

A graduate from The Wharton School, University of Pennsylvania and MBA from Harvard Business School, GCPL's rise in the last decade has been attributed to Godrej's entry and involvement in the business. She has been instrumental in GCPL's growth in three continents, namely, Asia, Africa, and Latin America – across three categories, which are hair care, soaps, and household insecticides.

She has also helped transform GCPL into a younger organisation, in which the average age of its employees is

35-36 now against 40 years earlier. And, as far as innovation goes, Godrej's initiatives have seen GCPL come out with a Bio-Mosquito repellent for Good Knight; Fast Card and a Hit Anti-Breath Gel, among others. GCPL also stepped into the salon segment, investing in salon chain L'eburn and launching an exclusive range of products under the L'eburn brand name.

Thanks to Godrej, what was once a domestic player, reputed mainly for hair colour and soap, has transformed into a global company selling products such as insecticides, tissues and deodorant. Nearly half of the company's revenue comes from international businesses.

Married to Kalpesh Mehta, a Real Estate entrepreneur, Godrej has a son and daughter and nurtures a woman-friendly workplace. The company's board boasts five women, the highest of any listed company in India.



Nisaba Godrej, Executive Chairperson, GCPL has grown the company's fortunes through cutting-edge initiatives and a performance-driven culture



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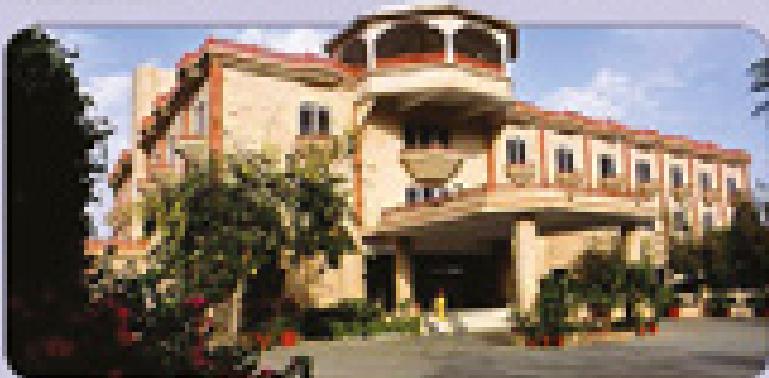
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MAVERICK MAESTRO

His films may be melodramatic, his style a tad outlandish, but celebrity Director Karan Johar lives life on his own terms

For Karan Johar, cinema during his growing up years had a cathartic effect. As a boy of nine, battling with weight issues and sexual orientation, Johar found cinema, particularly Hindi cinema, a window to freedom, emancipation and solace. "My whole childhood was awkward and different but Hindi cinema helped me cope," Johar said in an interview, adding, "When I used to go watch a trial show, which I was privileged to see because of my father being in the business, I used to get excited seeing the Censor Certificate as it told you how long the film would be. The longer the film, the happier I was."

Years later, this awkward little boy would take on his father's mantle, producing and directing some of the biggest blockbusters. Hindi cinema has seen in recent years. His debut film, *Kuch Kuch Hota Hai*, which he directed, proved to be a milestone among Hindi films, then coming of age from a staple of poorly made action movies and crass comedies to subtler creations made to suit the changing tastes of newly liberalised Indians. *Kuch Kuch Hota Hai* was seemingly straight out of Archie comics with a Riverdale-like college setting serving as the backdrop of youthful romance and entanglements among its three main protagonists — Rahul (Shahrukh Khan), Tina (Kamli Mukherjee) and Anjali (Kajol).

This was followed by *Kabhi Khushi Kabhi Gham*, a family drama surrounding the patriarch of the Raichand family and his eldest, adopted son Rahul (Shahrukh

Khan). His next venture, *Kabhi Alvida Na Kehna*, charted the unfamiliar territory of adultery and was heavily panned by the Indian audience, who by then had come to associate family-oriented entertainment with his brand of films. *My Name is Khan*, his next cinematic offering, was a far cry from his usual melodramas. It was a heart-wrenching story of a Muslim man coming to terms with his religious identity and medical condition in the post-9/11 United States. His most personal film, according to his own admission, till date has been *Ae Dil Hai Mushkil*, a film about unrequited love.

Besides his films, Johar is also a celebrity talk show host, a successful reality television judge and a fashion icon. His talk show, *Koffee with Karan*, has achieved cult status among the millennials, who seem to have fallen in love with his no-holds-barred style of conversation, his quirky sense of humour and the scandalous nature of the show. His personal style, a mix of camp and urban sophistication, has many talents as well. Frequently featured in the lists of best-dressed male celebrities, Johar has been able to make his mark on the fashion scene of the country.

Fame, however, comes with its own share of disadvantages. Johar has been put under intense scrutiny for his sexual orientation. His friendship with Shahrukh Khan, his mannerisms, his sartorial choices have all come under public scrutiny. Often times, speculations regarding his sexual orientation have taken the shape of mockery on television shows, public platforms and



even personal humiliation. In his defence, Johar writes in his book, "Everybody knows what my sexual orientation is. I don't need to scream it out. I won't only because I live in a country where I could possibly be jailed for saying this."

Whether or not you approve of his style of public conduct, you have to admit that he is not your average suitable boy. This maverick director has always been true to who he is and has been able to live life on his own terms. In a world of chicanery and dishonesty, being honest to oneself is no easy task. Karan Johar has imbilled the spirit of honesty in both his life and his works.





KING OF WHEELS

Anant Goenka, Managing Director, CEAT Tyres has turned the fortunes of the company and is navigating it towards new directions

In the field of passenger vehicles, CLAT, the flagship brand of RPG Group, has an unparalleled reputation. From buses to auto-rickshaws, vehicle owners swear by CEAT tyres for their quality, reliability and efficiency.

But, with changing technology, the company has been facing new challenges of upgrading to eco-friendly technology, coping up with threats posed by automation and increasing competition from rivals. But, for RPG Group's scion, Anant Goenka, these things matter very little. Young and dynamic, this 35-year-old heir of one of the biggest business families in India, the Goenka family, is all set to take his grandfather's company to towering heights.

Son of Manohar Goenka and grandson of RP Goenka, Anant Goenka is the current Managing Director of CEAT Limited, a leader in the field of automobile tyres. The company posted an annual turnover of Rs 6,530 crore for the financial year, 2017-18. However, for Goenka, the path to success has been long and difficult. A one-year stint at Hindustan Unilever and short courses with Japanese manufacturing plants, such as Toyota, Denso and Hino Motors, have proved to be immensely helpful.

Ever since he took over the reins of the company in 2012, this young Wharton graduate has focussed on meeting some of these challenges that, he admits, can

soon become disruptions in the industry. At merely 35 years of age, he has turned the fortunes of the company by focussing on high growth markets like two-wheelers, passenger cars and SUVs.

According to Anant Goenka, "We have consciously differentiated ourselves in the passenger vehicle space, especially two-wheels. We feel this is the segment where we can grow faster. It is an inherent area of strength for us and the margins, too, are better here. We have strengthened our distribution network by adopting an FMCG model of dealing directly with distributors instead of dealers as the ticket size is small."

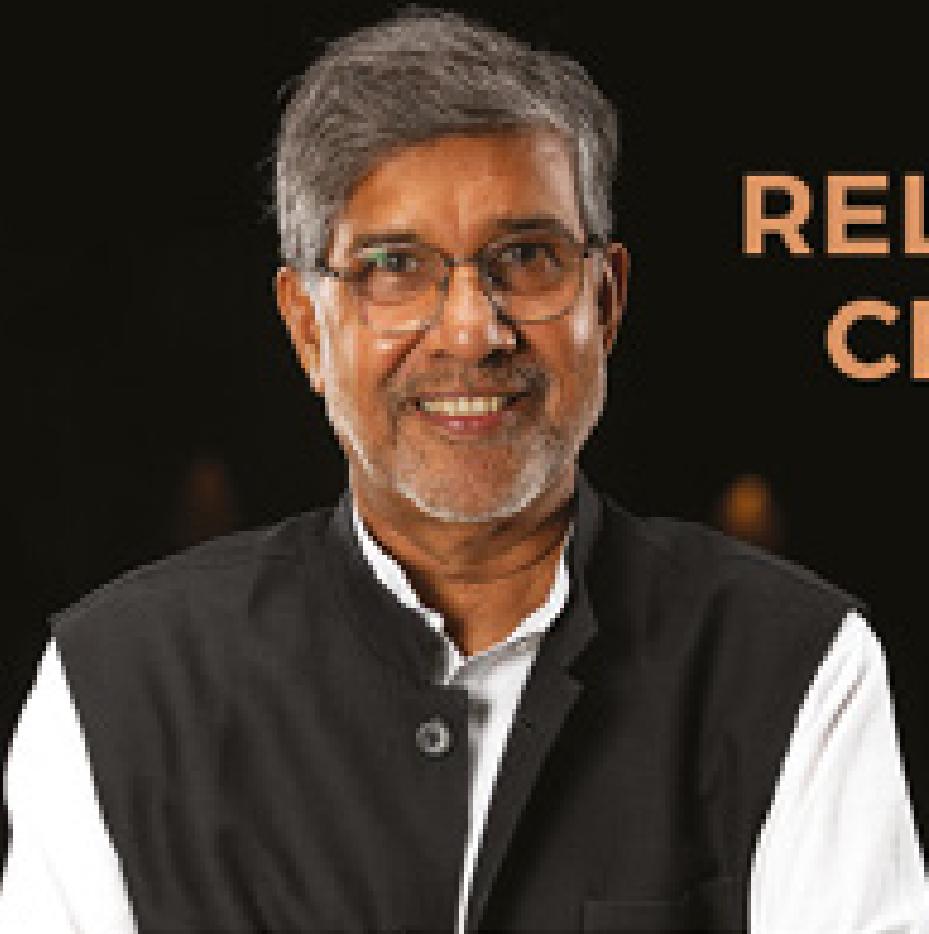
Goenka has big plans for his company, which invests Rs 100 crore each year that goes into product upgrade and betterment of existing plants. As far as the question of expansion is concerned, Goenka says that currently he is focussing on the domestic market before he takes a plunge internationally.

His investors and financiers are excited about his prospects. 'Anant has dealt with tough business cycles and decisions in his career, from currency and commodity price fluctuations, to technological advancements and exports. He is the real deal already,' says Arjali Bansal, founder of private equity fund Avana Capital. One couldn't have agreed more.

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RELENTLESS CRUSAIDER

For Nobel Peace Prize-winner Kailash Satyarthi, recognising children as rights-bearing citizens is the first step towards empowerment and enlightenment

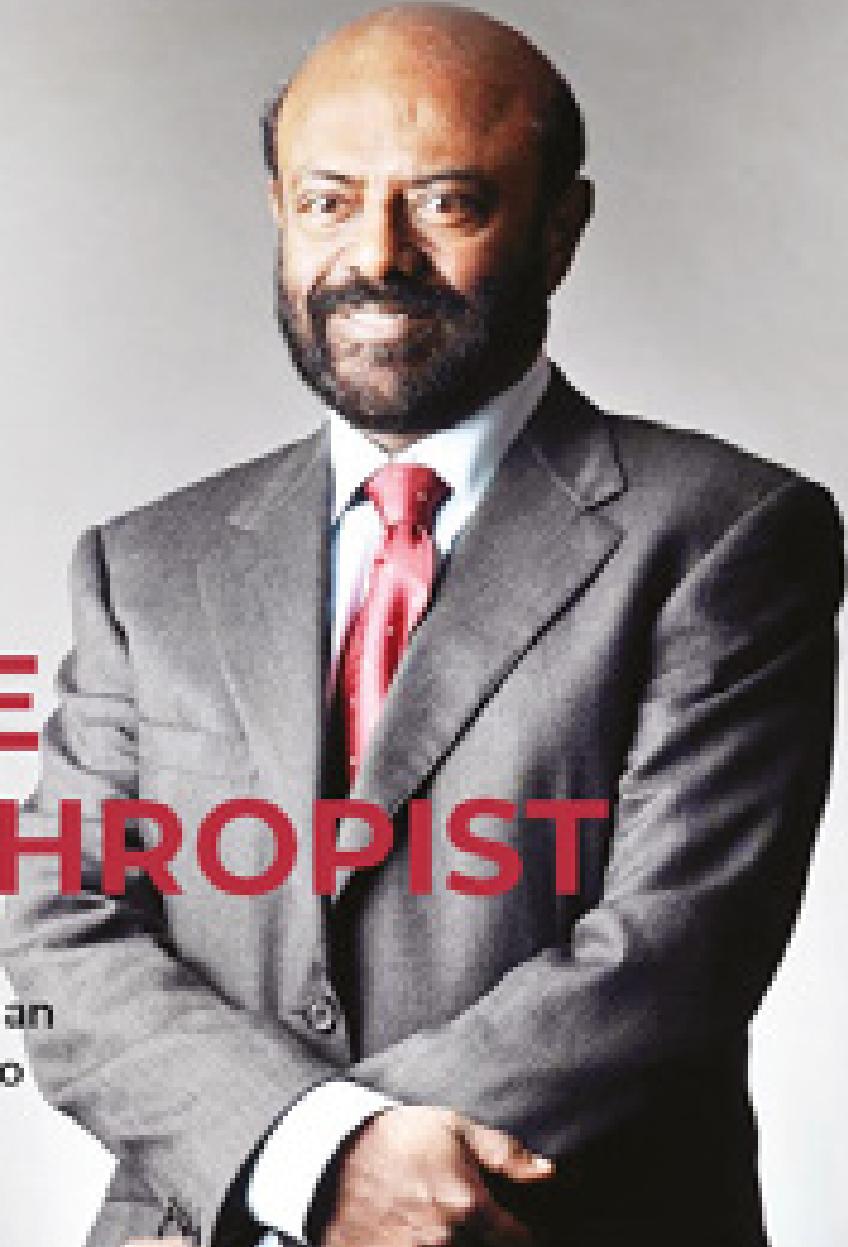
For Kailash Satyarthi, the impulse to work for children was always deep-rooted. But, a chance encounter with a shoe-shiner outside his school, when he was a young school boy, cemented his resolution to do something for children, especially those who are trapped in the vicious cycle of poverty and child labour. On his first day at primary school, Satyarthi, then a young boy of five, met a boy sitting outside, looking earnestly at his dirty shoes. When he asked his teacher about the boy, he said that children of poor families are required to work because they can't afford to carry on with their studies. The incident left a deep impression young Satyarthi. Later on in life he sold off his old school books and with the money he funded the education of some of the poorest children in his neighbourhood.

Although he was a trained engineer, Satyarthi gave up his job to start a movement called 'Bachpan Bachao Andolan' – an India-based global movement to save children trapped in slavery, prostitution and other hazardous professions. However, Satyarthi, in an interview says, "When I founded the 'Bachpan Bachao Andolan' in 1980, in India, I discovered that none of the United Nations bodies – the International Labour Organisation (ILO), the United Nations Children's Fund (UNICEF) or the World Bank, had any international legal instrument to prevent children from being drawn into labour, trafficking, prostitution and other dangerous occupations."

Satyarthi informs that as a result of his relentless struggle, the first ILO International Programme on the Elimination of Child Labour was instituted in 1992. Soon, UNICEF and the World Bank joined his programme. His latest endeavour, Bhare Keera, launched in 2017, was a nationwide-campaign-cum-march covering 1000km over 36 days, to make India free from child labour. It is because of his efforts that Right to Education was recognised by the Indian Parliament as a fundamental right of children.

Satyarthi's ultimate recognition came in the form of the Nobel Peace Prize in 2014, recognising his decade-old work in the field of child rights. Satyarthi, however, says that while the award has catapulted him to instant fame and recognition, it also made his job of rescuing children even more difficult. "One downside [of receiving the Nobel Prize] is that I am not able anymore to personally go on child labour rescue-operational. My face is so well-known that I am recognised even in the remotest areas. This means there will be a tip-off and children are removed from the mining area or factory before I get there. In several cases, I have had to be stealthier and return two or three times to find them."

Although child abuse, violence, both sexual and physical continue to be an issue in India, one effect that his movement had is to educate child labourers about their rights. This, says Satyarthi, boosts their confidence and makes them more vocalious in their demands of being recognised as rights-bearing citizens of this country.



NEW AGE PHILANTHROPIST

Shiv Nadar, Founder-Chairman of HCL, is using technology to alter the lives of Indians

What does it take to set up a multi-billion-dollar enterprise that has an Indian heart and do more for education and social welfare than public agencies? The story of Hindustan Computers Limited, better known as HCL, proves that all you need to be a successful entrepreneur is passion for excellence and a drive to achieve more.

Shiv Nadar's story starts way back in 1976, at a canteen in DCM, or Delhi Cloth Mills. Nadar, then a junior engineer at DCM's calculator division, decided to quit his day job and start something on his own. Helped by the vacuum created by the sudden departure of IBM from India, Nadar decided to manufacture teledigital calculators, followed by in-house microcomputers. As international orders followed and computers came of age, the need was felt for imparting quality IT education to Indians and train a batch of computer engineers in India. Thus, was born NIT - India's premier private IT institute.

More changes followed. Helped by liberalisation of rules regarding import of technology, HCL started to import

personal computers from all over the world. It would then dismantle them, study their ability to recreate them using home-grown technology.

Following its success in the hardware market, HCL decided to plunge into the uncharted territory of US markets. The computers they made failed to get environmental clearances. Not ready to back down, Nadar tried to shift his focus to the burgeoning software market and HCL Technologies was born – an IT service provider. Today, it is a Fortune 2000 company with a market capitalisation of 10.7 billion US-dollars.

However, Nadar says, "Actually 80 percent of the work I do [today] is for the university that I am setting up. That is my passion now... the schools we have in UP; I go there every month and if possible in 10-days." Clearly, for Nadar, priorities have shifted. Although IT technology brings in the revenue necessary to keep the company afloat, it is education and philanthropy that get him excited nowadays. However, as a New Age philanthropist, he still believes in the power of technology to touch people's lives and continues to use it optimally to make them better.

CENITAL GO-GETTER



Pioneer of the mobile revolution in India, Sunil Bharti Mittal has diverse interests, including Insurance, Real Estate, Agriculture and Food

At the World Economic Forum in Davos early this year, several global business leaders pledged support, committing to act ethically and responsibly in the digital age. The declaration was launched by GSMA, an industry body of mobile operators worldwide.

First to sign up was Sunil Bharti Mittal, Founder and Chairman, Bharti Enterprises, who declared, "A positive and enabling digital future is integral to a truly empowered and inclusive society. It is imperative for industry to make the required investments to build a sustainable digital ecosystem and maintain the citizen's trust through transparent and responsible conduct with regard to privacy and data." Mittal understood the importance of business ethics and its relation to corporate success. His Bharti Enterprises, one of India's leading conglomerates, is a company that prides itself on its value-based system and strong code of ethics.

Founded in 1976 Bharti has grown exponentially, from being a manufacturer of bicycle parts to morphing into one of the largest and most respected business groups in India. The company has created world-class businesses in telecom, insurance, retail, and foods. Bharti Airtel, the Group's flagship company, is amongst the world's largest

telecommunications companies, offering mobile, fixed broadband and digital TV solutions to over 400 million customers across India, South Asia and Africa.

It speaks volumes for Mittal's grit, that as a virtual outsider amidst India's stalwart corporate groups, he embarked on an ambitious journey armed with just one licence to operate a mobile network in Delhi, when his sole association with telecom was making push-button telephones. But, Mittal's consistent and relentless perseverance led him to continuously acquire stakes and new licences to eventually expand Bharti's coverage nationwide and become the leading mobile operator with control of a quarter of the world's fastest-growing mobile market.

Recipient of the Padma Bhushan, Mittal has also been awarded Harvard Business School's Alumni Achievement Honor – the utmost honour accorded by the institute to its alumni. He is the recipient of GSMA's prestigious Chairman Award, besides being decorated with numerous industry honours. A staunch believer in Corporate Social Responsibility, Mittal believes in giving back to the community in which it operates.

Always immaculately turned out, Mittal turns to keep fit, play golf and favour Italian food.

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STELLAR PERFORMER

Defying stereotype roles and establishing his own genre of acting, Rajkummar Rao is currently Bollywood's blue-eyed boy

Known for taking up comic and sometimes even outrageous roles that defy the nomenclature of how Indian Cinema works, Rajkummar Rao is a trending name in every movie buff's film itinerary. With back-to-back films over the years, Rajkummar Rao's moment of glory came in 2013, when he bagged the National Film Award for Best Actor for the critically acclaimed movie *Shahid* (2013) directed by Hansal Mehta, in which Rao played the role of an intense character with his astounding on-screen performance.

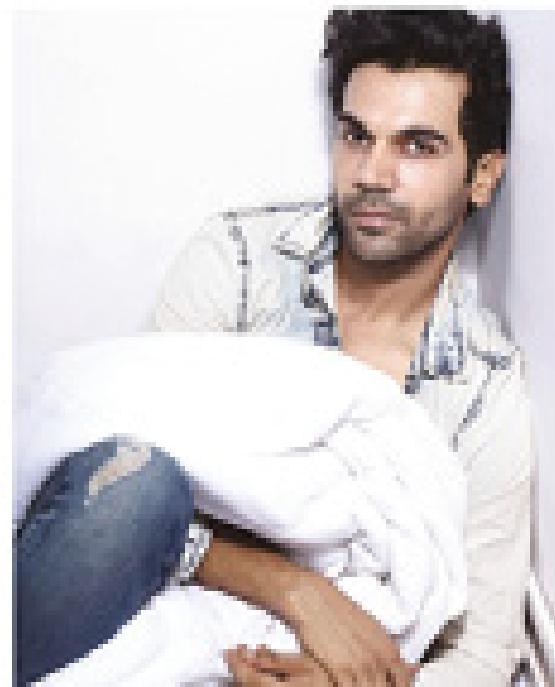
Reminiscing about 2013 being the first significant year in his fledgling career, Rao says, in an interview, "These two films added up. *Kai Po Che* put me on posters and people liked my work. Then, the National Award for *Shahid* really gave me a boost."

It was in 2014, with the release of *Queen*, that people began noticing Rao and considered his potential to go the long distance. Paired opposite the fiery Kangana Ranaut, the film made big bucks at the box office, leading to huge recognitions for both the actors.

What remains intriguing for most movie analysts is that Rao's films are a ticket to success for movie producers and directors, as is evident from his 100 percent box office success rate. Whether he performs the role of a young, ambitious Gujarati boy in *Kai Po Che*, or plays downright offensive characters in *Ragini MMS* and *Queen*, both audience and critics love his morally ambivalent performances, despite his average Joe looks, and laud his ability as a versatile actor who makes acting look so easy. Believing that wisdom can come only after some key shifts in life, he fondly remembers his mother and says, in an interview, "There

was a time when I wasn't getting any work and so I called her up. About the setbacks she would always say, 'This is nothing, just wait and watch. You are going to be a star.' He adds, "The news of her death came suddenly at the time when I was filming *Hawzon* (2017). Whatever happened with *Hawzon*, the kind of success that it became, it was all (because of) my mother. All her blessings."

He seems to be Hansal Mehta's blue-eyed boy, who returned to directing films after coming out of his self-imposed exile, in 2013, with *Shahid*. Till now, the duo has done three more movies – *City Lights* (2014), *Aligarh* (2015) and *Omerta* (2018) – and one web series, *Boxx Deadliftive* (2017), plus one more movie, *Tumam Khan*, to be released in 2020. The 34-year-old actor stunned ardent moviegoers with his landmark performances in the last two years. He believes that his portrayals of characters in movies – *Bareilly Ki Barfi* (2017), *Hawzon* (2017) and *Sree* (2018) – really turned his fortune in the film industry. The kind of boxoffice success and appreciation received by these three films proved to be a game-changer for this exemplary actor.



KING KOHLI

Combining the prolific run-scoring technique of Sachin Tendulkar with the finishing touch of Aussie legend Michael Bevan, Kohli has become one of the greatest cricketers of all time

Born in Delhi, Virat Kohli is known to the world as King Kohli or Bun Machine and is considered as one of the most formidable sportsmen in the world. He forayed into Team India after his stellar victory over South Africa in the U-19 World Cup in 2008. His initial phase in the senior team was full of ups and downs and he was often questioned by his critics for his overall attitude. He was labelled as aggressive, brash and ill-disciplined for his on-field behaviour.

However, after a brief spell outside the national team, marked by a period of introspection, saw him reinvent this game, attain exemplary fitness levels and establish himself as one of the finest batsmen of his generation and an undisputed leader in world cricket. He returned to international cricket after hitting his first century against Sri Lanka at the end of 2009. After his outstanding series in 2013, he was announced as the No. 1 batsman by ICC.

He is known as the Master of Chases, after he hit an 80-ball 155 to help India chase down 321 inside 37 overs against Sri Lanka at Hobart, in the Tri-Series in Australia, in 2012. However, Kohli was not content with his on-field performances and wanted to better himself as an individual, so out went the late-night parties, unregulated lifestyle off the field, and fitness and discipline became his mantra. His efforts paid off and, in 2014, Kohli became India Test Captain and steered India to many famous victories, both at home and overseas.

He has set numerous batting and leadership records for India, out of which his nine successive Test series wins, first ever ODI series win in South Africa, scoring four double-centuries in four consecutive test series beating Rahul Dravid and Don Bradman, and being the only Test skipper in history to score three hundreds in his first three innings as captain, standout among his other astonishing feats.

In an interview with The Telegraph, Kohli recalls, "My earliest memories are of watching Sachin bat. Watching his passion for the game, he was very different to everyone else and I would try to copy what he did."

In the same interview, he recalls seeing Sachin in the flesh, aged 12, in a hotel, but was too scared to talk to him. Sachin was invited to speak to Kohli and the India under-19 team before a tour to New Zealand. "I don't remember a word he said because I kept looking at him. You cannot

express your feeling when you see the person who is the reason why you started playing the game and you wanted to become like him and then he just walks up. Those five seconds were the worst, I swear."





HIGH-FLYING REALTOR

Mangal Prabhat Lodha, Founder, Lodha Group, has led the Group to great heights by his expertise and sharp vision

Working with the hoi polloi has been part of realty baron Mangal Prabhat Lodha's DNA. Son of a freedom fighter, serving people is not only an inherited attribute – it is something that he has always believed in. Born in Jodhpur, his father, Osman Mai Lodha was the Chief Justice of the Guwahati High Court and a member of the Lok Sabha. Strongly affected by national issues, Lodha was an active member of the Akhil Bharatiya Vidhyarthi Parishad (ABVP) in his youth and subsequently entered active politics.

Completing his B.Com and graduating with law from University of Jodhpur, he started practising in the Jodhpur High Court. However, when Lodha's father was appointed judge in the same court, his conscience did not allow him to continue there.

Jodhpur's loss was Mumbai's gain. Lodha relocated to Mumbai in 1981 and laid the foundation of the Lodha Group. The rest was history, as the Group, under his aegis, moved from strength to strength, to become one of India's leading Real Estate companies. Having made his mark, Lodha passed the mantle of running the business to his sons, Abhishek and Abhinandan, as he felt his real calling was to serve people.

He joined politics so that he could carry out many of the causes that he champions. Currently, Mangal Prabhat

Lodha is the Member of the Legislative Assembly (MLA) from Malabar Hill in South Mumbai. He is the Vice President of the Bharatiya Janata Party (BJP), Maharashtra, and an active social worker. Lodha has implemented many initiatives for the economically weaker sections of society through the Lodha Foundation. These include education, healthcare, sports and culture. The foundation also provides medical treatment, education, vocational training, sports training and a lot more to thousands of people.

Lodha's Real Estate journey began by his reaching out to the suburbs of Mumbai, especially Thane. His modus operandi was to offer what nobody else was offering, and at equitable rates. In a first, he introduced a 'Customer Rewards Programme' and initiated the method of booking flats by 'invitation only.' Within a short span of time, the Group was inundated by responsive buyers and Lodha expanded his base to Hyderabad and Pune. The Group has also expanded internationally and gained immense respect amongst investors and the masses.

Recently, Lodha Group has partnered with globally renowned designers, architects and consultants like Giorgio Armani and others to build their most ambitious project – 'The World Towers,' in the heart of Mumbai. The project comprises 'World One,' the world's tallest residential tower with 117 floors, and 'World Crest,'



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BIG BUCKS BREWER

Howard Schultz' fierce combination of determination and independent thinking, along with his work-ethic, have led him to revolutionise the coffee industry

Born to a Jewish family on July 19, 1952, in Brooklyn, New York, Howard Schultz joined the Starbucks Coffee Company in 1982 as Director of Retail Operations and Marketing. At that time, the company had only four stores. In 1983, on a business trip to Italy, he noticed how the coffee espresso bars in Italy acted as public spaces for people to catch-up over a cup of coffee.

Schultz returned home with recipes of Latte and Cappuccino, which tripled Starbucks' sales over the next year. In 1985, he proposed Jerry Baldwin, the founder of Starbucks, to create a network of coffee houses, which the latter refused categorically. But, Schultz was not discouraged and left Starbucks to realise his dream.

By April 1986, he had raised enough investments to start his own 'Il Giornale' coffee house in Seattle. Interestingly, one of his early investors was Bill Gates. The cafe was a great hit among the locals and saw 300 visitors during its first day of business. In 1987, Starbucks announced the sale of its stores, roasting factory, and the brand itself.

Schultz immediately got wind of it and started to push banks and his creditors for a loan of \$4 million to purchase Starbucks. Finally, he became the only Owner and Manager of Starbucks. Schultz hired professional baristas who were adept at pouring espresso with one

hand, whipping cream with another, while chatting up customers at the same time. During his second visit to Italy, he brought home not only photos and menus, but also videotapes documenting the baristas in action at Italian cafes.

These materials later served as practical training manuals for the staff at Starbucks, which explains its success story. Initially, it was difficult to market coffee to regular Americans, but Schultz had plans. In those days, fast-food joints were social hubs where people could mingle. To win Americans over to coffee, the marketing team at Starbucks advertised coffee in a way to kindle romance. Catchy and easy-to-memorise slogans romanticising coffee made their way to hoardings and Schultz made sure that the advertising was rooted to reality. Taking his cue from McDonald's franchising system, Schultz managed to create his own empire.

The first foreign coffee store of Starbucks was opened in Japan, followed by stores in Singapore, Korea, Taiwan, the UK, Netherlands, Sweden and Israel. By April 2000, there were more than 2400 Starbucks stores in the US and 360 stores in Europe, Asia, the Middle East, and Canada. Schultz currently serves as Chairman Emeritus, an honorary title, and is currently slated to run for the 2000 United States Presidential election.

DESTINY'S CHILD

From a small-town nonentity to a mega star, Ayushmann Khurrana has cracked the code to stardom through sheer talent and perseverance



For Ayushmann Khurrana, life was on a roll after 2009. That was the year when *Tesaa* was released and the young Khurrana sat mesmerised in a dingy single-screen theatre in Chandigarh as the moving pictures took hold of him. "When I think about it today, that was my first Bollywood moment. It's the first movie memory I have," Ayushmann says in an interview to a journal.

Today, Khurrana has had a spectacular run at the box office with more than ten films and 12 brands under his belt; his latest act being the *Chhapaak*'s 'Khoon a Choor' campaign. It was a dream come true for a small-town nobody who made it to big-city star.

Khurrana has penned his troubles and triumphs in his book, 'Cracking The Castle,' where he talks about achieving success as an outsider in Bollywood, an insurmountable task by any standard. Born on September 14, 1984, in Chandigarh, Khurrana kickstarted his career as a Radio Jockey and eventually became a popular RJ with MTV India. He shot to stardom with the runaway hit, *Vicky Donor*, in 2012.

His effortless act in his debut won him rave reviews and the film went on to become one of the biggest hits of the year. The offbeat film, coupled with the song, "Pani Da" sung and co-composed by him, signalled his arrival

in Bollywood. He also won a slew of highly prestigious awards in 2012. A native of Punjab, Khurrana studied at St. John's High School and DAV College in Chandigarh.

He majored in English Literature and has a Master's degree in Mass Communication from the School of Communication Studies, Punjabi University in Chandigarh. He was a part of active theatre groups in Chandigarh, has conceptualised and acted in street plays and won prizes in national college festivals. Though *Vicky Donor* was a runaway success, Khurrana realised that he was not hero material in the Bollywood sense of the term.

This influenced his choice of movies and fortunately for him, his bets paid off. Of the films he has done so far, six have been hits at the box office and won him acclaim from film critics and audiences. Khurrana has proved his versatility and his characters range from sperm donor to conventional husband, to most recently, a blind musician, winning him fans and accolades.

From theatre to television to the big screen, Khurrana's growth as an artiste has been impressive. Appreciated by the audience and critics alike for his performances, he has also built his oeuvre as a singer and live performer. With films like *AndhaDhun* and *Dum Laga Ke Haisha* under his belt, Khurrana has established himself as an actor par excellence.



MAESTROS



ASTUTE ALCHEMIST



Puneet Chhatwal, MD & CEO, IHCL, has raised the bar for successful leadership with his performance-driven skills and innovative concepts

Though the Hospitality industry has always had a significant impact on world economy today, it faces challenges resulting from a complex and ever-changing global business environment.

When Today's Traveler Coffee Table Book 2019 spoke to Puneet Chhatwal, MD & CEO, IHCL, the first impression was that of a man confident of leading India's oldest hospitality brand to new heights. Chhatwal is known as the alchemist in the Hospitality Industry and ever since he took over the reins of the celebrated Tata Group Company, he has been on a relentless quest for higher revenue and profit growth.

Speaking of his modest beginnings, Chhatwal shares how, as a typical Delhi boy, he attended Delhi Public School and graduated from Delhi University. His parents wanted him to join medicine or engineering, but he decided to pursue a degree in Hotel Management, a choice that they did not appreciate initially. Nevertheless, right from his first job at ITDC, where he even had to clean the lobby floor, to an assignment overseas and his journey back to micromania, he has never regretted any decision.

He says, "I learnt my most important lessons in the school of life! My early days taught me the value of humility and gave me invaluable exposure in handling tough situations that have remained with me ever since."

Chhatwal reflects on how it was not the SPs of marketing that taught him life lessons, but rather the SPs - Patna, the city of his first posting; Pune, the city where he learnt the power of language; and Paris, which exposed him to a whole new world. Enrolling for German classes at the Max Mueller Bhawan was a turning point. He attributes his financial acumen to his MBA in Hospitality, at the Essex Business School in Paris, and INSEAD, where he did his Advanced Management Program, which transformed his outlook towards business and numbers.

Today, Chhatwal heads a company that is over 120 years old and an amalgamation of brands and businesses that offer a fusion of warm Indian hospitality and world-class service. It operates over 190 hotels, including 59 under development, globally across 4 continents, 12 countries and across over 80 locations.

Shares Chhatwal, "My first assignment overseas gave me the confidence to move out of my comfort zone." Though he intended to return home, fate ordained otherwise.

He landed a job in a consulting company in Germany and ended up spending 20 years abroad. The multi-lingual hotelier, Chhatwal got his initial break from a German friend's family, who wanted to restart their hotel business. He grabbed this exciting opportunity to rebuild the group, known as the Feuring Group before moving to The

Berliner Hotel Group-Carlton Hotels Worldwide. Carlton exposed him to the American way of doing things, a lethal combination of German discipline and quality with American packaging and marketing.

Thereafter, Chhatwal shifted to Steigenberger Hotels AG Deutsche Hospitality, as CEO and board member, until he moved back to India in his current role.

Coming home provided Chhatwal the binary advantage of being within close proximity of his mother, as well as the privilege of heading IHCL, one of South Asia's most iconic hospitality companies. Under his aegis, the company was re-invented with a comprehensive five-year business strategy, 'Aspiration 2022,' announced in February 2018, enhancement of guest experiences, transformation of brand image, with an eye on profitability and market leadership.

The rebranding strategy paid off rich dividends in terms of the establishment of iconic Taj Hotels, SeleQtions, a new brand which is a collection of named hotels; the upscale Vivanta hotels; and the lean luxe Ginger hotels.

The company's service retail brands are under the Expressions' brand umbrella. The market leader in airline catering in India, TajSATS, further strengthens IHCL's brand portfolio.

"I learnt my most important lessons in the school of life! My early days taught me the value of humility and gave me invaluable exposure in handling tough situations that have remained with me ever since."

— Puneet Chhatwal, MD & CEO,
The Indian Hotels Company Limited (IHCL)

Compassionate and supportive, Chhatwal believes in harnessing the under-developed potential of the people in his team. His firm conviction is that a performance focussed organisation needs to constantly cultivate new mind sets and skillsets.

Inspirational and astute, Chhatwal is in sync with the newworld order, in which the fast will beat the slow, and the big need to be as nimble as the small – a perspective that is sure to bring the winning edge to a truly iconic brand.



STRATEGIC LEADERSHIP

Keenly perceptive and steeped in a sound value system, Dipak Haksar, Chief Executive - ITC Hotels & Welcomhotel, brings a dexterous touch to work ethics and business strategy

The journey from Scindia School to ITC has been an eventful one. Looking back, there couldn't have been a more perfect alma mater for Dipak Haksar. His formative years here prepared him to be a leader with understanding, intelligence, sensitivity and an inclusive attitude.

A Harvard Business Review recently spoke about a balance of agility and consistency as being touchstone qualities in strategic leadership. It is this combination of dexterity and consistency that makes for excellence in performance and the flexibility to go with change that defines leadership. Such leaders have exceptional calibre,

are achievers and seek continuous improvement with inventiveness and a well-crafted gameplan. Dipak Haksar, Chief Executive, ITC Hotels & WelcomHotel, most fits this narrative, as a leader with intrinsic leadership skills, vision and commitment. A leader for whom learning never stopped, no matter which part of the world it came from, who traversed the growth trajectory while always keeping the Indian ethos centre-stage.

In a tête-à-tête with Today's Traveler, Haksar shares invaluable insights about his four-decade-long career, his work ethics and his inspiration.

Haksar's sojourn with ITC Hotels began in 1978 at ITC Maurya. Haksar's vast repertoire of experience holds both leisure and business properties, pan India. From being at the helm in the South, at ITC Windsor, Bengaluru, to ITC Rajputana, Jaipur, Umaid Bhawan Palace, Jodhpur and in the West, at ITC Maratha, Mumbai, which he launched and thereafter won the 'Best Luxury Business Hotel' award in its very first year of operation. The hotel also earned him the Hotel & Food Service (H&FS) National Award for Best General Manager.

Coming full circle, Haksar once again moved to the North, at New Delhi, as Vice President, Operations for Luxury hotels and General Manager, ITC Maurya. In 2005, Haksar took charge as Chief Executive, ITC Hotels and WelcomHotels.

Sustainability was a passing reference in industry circles then, but ITC Hotels' keen insight on creating luxury experiences in a manner that was responsible led to the 'Responsible Luxury' ethos, the fountainhead of ITC Hotels philosophy. "This ethos forms the cornerstone of our policies and practices, where luxury experiences at our hotels avoid burdening the environment," informs Haksar.

A firm believer in the power of collaboration for progress and development, Haksar believes that all tourism industry stakeholders must align their goals towards a larger sustainable agenda.

Energy conservation and intelligent consumption of renewable energy sources are preconditions for sustainable development, and the role of the tourism industry is of utmost importance in working towards reducing its energy need by intelligent facility planning and design. "At ITC Hotels, we have ensured that the unique and indigenous experiences we curate at our hotels have deeper, more meaningful roots in the society and impact a planet positive footprint."

Steadfastly committed to their Chief Executive's belief, the ITC Hotels team is dedicated towards delivering luxury experiences in a responsible manner, demonstrating environmental stewardship through eco-embedded products, eco-ready services and eco-sensitised associates.

A strong proponent of inclusive growth and innovation, Haksar reveals that ITC Hotels' abiding symbol, 'Harmada,' illustrates the brand's vision to promote India's rich and diverse cultural heritage and has driven its philosophy of building 'Hotels That Define The Destination.' Very clearly, ITC Hotels are a collection of masterpieces.

United in its Responsible Luxury philosophy, yet creating diverse experiences, each ITC Hotel is unique

in many ways – distinct regional architecture; indigenous interiors, design and art; curated service designs that honour local traditions; a cuisine showcase that represents the regional palate and wellness experiences that are indigenous and inspired by local tradition.

Haksar has always believed in the Indian value system. "Being part of a company that seeks to serve larger national priorities and create meaningful societal value through its business strategy has been extremely gratifying.

Cultivation of the virtues of integrity, courage, honesty and sincerity is a lifelong endeavour. Our character is constantly being formed by the choices we make in our lives."

— Dipak Haksar, Chief Executive, ITC Hotels & WelcomHotels

"Integrity, courage, honesty and sincerity is a lifelong endeavour. Our character is constantly being formed by the choices we make in our lives," says Haksar.

In this own words, Haksar enumerates the mantras that have been his guiding beacon through life: The philosophy embracing Passion, Perseverance, Patience, Practice, Commitment and Discipline.

A man of many facets, Dipak Haksar's sharp intellectual acumen may be attributed to his thirst for learning and the need to better the status quo. A strong believer in Vedanta, Haksar credits this philosophy for guiding him through his professional and personal evolution.

Finally, when it comes to balancing work-life pressure, it is no surprise that Haksar applies this same philosophy to his personal life and believes that one must consciously make equal time for work, family and realisation of the self to achieve innate happiness.

The culmination of all our work is realised in the legacy we create. "It is important to create a legacy based on trust and commitment. This legacy shall strengthen the value chain for generations next," concludes Haksar.

ACE ACHIEVER

Mentor to a generation of hoteliers, Rajiv Kaul, President, The Leela Palaces, Hotels & Resorts, has enhanced the global reputation of luxury Indian hospitality brands

There are certain parameters which distinguish a leader from others. One is the ability to make the most out of every situation. The other is not to stay away from challenging the status quo and pushing boundaries to make things better. It is because of these sterling qualities, amongst others, that the best leaders know how to showcase the full potential in others and get the best out of them. Rajiv Kaul, President, The Leela Palaces, Hotels and Resorts, most subscribes to these attributes of an accomplished frontrunner. Speaking with Today's Traveller Coffee Table Book 2019, Kaul shares valuable insights about his journey in the Hospitality industry, career highlights and his work philosophy.

The beginnings were a little arduous, explains Kaul, as he chose a path that was not his parent's first choice. Turning his back on the favoured MBA route, in a leap of faith, Kaul enrolled with the Oberoi Trainee Programme. Perseverance and diligence soon paid dividends and saw the young Kaul firmly entrenched in the Hospitality industry, risen from Office Manager at Oberoi, New Delhi, to Cornell University, Paris, for further studies. Kaul achieved a milestone in his career when he was designated as General Manager of The Oberoi New Delhi, which was the Capital's finest hotel and amongst the best in the country, at a young age of just 31 years. Thereafter, there was no looking back. The year 1996 saw Kaul as Vice President, Oberoi Hotels, Egypt, helming an award-winning portfolio, including the legendary Mena House. Another landmark achievement under his aegis was launching Egypt's finest luxury Nile and Red Sea resort. This was followed by a brief assignment at Taj Hotels, where key achievements included the repositioning of the Taj Mahal Palace and Towers and launch of Wellington Mews and Vibes@Taj.

Under Kaul's tutelage, the brand has grown to nine award-winning hotels, with the brand being acclaimed for its superior hospitality. Joining The Leela, and working with Late Captain Nair who was a true visionary, was perhaps another defining milestone for him. In the past decade, under Kaul's leadership, the brand has built some landmark Leela Palace properties, which ushered in new standards of luxury not just in cities but the country.

The Leela Palace Udaipur was recently voted 'No. 1 Hotel in the World' and the Leela brand was part of Top 10 Hotels in the World for the fourth consecutive year in a worldwide readers' survey conducted by Travel & Leisure, USA. Though India has been the sole touch point for The Leela, the brand has received global recognition from discerning travellers on coveted lists of top international hotel brands. Shares Kaul, "I have been fortunate to serve

luxury at some of the finest hotels in the country - at Oberoi, Taj and Leela, which provided me an opportunity to usher higher operational standards of excellence; enhance the global reputation of luxury Indian hospitality; and also mentor a generation of hoteliers, many of whom are providing leadership to leading hospitality brands in India." Kaul articulates on his work philosophy and how it stems from his own intrinsic value system that steps outside of measuring success by prestige, personal wealth and power. Having been in the hospitality business for over 35 years, Kaul is cognisant of the significance of technology in revitalising the industry.

However, says Kaul succinctly, "A lot of times it can be easy to forget that at the heart of hospitality lies its people. The value of being greeted warmly on arrival by your first name and personally escorted for a check-in is far more memorable than an app talking back to you. In the pursuit of efficiency and profit, we should not forsake our biggest and most important resource - service from the heart." Kaul declares that while The Leela believed in innovation as a human cause, "We have taken care to not become technology-rich and insight-poor."

"I have been fortunate to serve luxury at some of the finest hotels in the country - at Oberoi, Taj and Leela, which provided me an opportunity to usher higher operational standards of excellence; enhance the global reputation of luxury Indian hospitality"

— Rajiv Kaul, President,
The Leela Palaces, Hotels and Resorts

Kaul further waxes eloquent about The Leela's biggest motivating force behind its excellence as being the great vision of the owning family and senior leadership. The overwhelming leadership skills, extraordinary vision and unwavering commitment of the Late Captain Nair and his wife, Leela Nair have inspired millions working in the organisation.

Throughout his august career, Kaul's resilience in the face of adversity has proved that the true mettle of a man resides in his ability to move from his comfort zone to face tough challenges. Kaul narrates how 15 years ago, he and the Leela team challenged themselves to make The Leela a sought-after luxury hospitality brand, and succeeded.

Romanticising over his long-term experience, Kaul concludes, "A personal challenge has been to stay relevant and to keep inventing oneself. It is not about being a man of success, but also to be a person of value. I have been fortunate to add value by mentoring a generation of hoteliers, many of whom are providing leadership to leading hospitality brands in India."

HYATT CARES

The key differentiators for Hyatt Hotels are prime locations, exceptional service, comfort and a culture that prioritises customer care

In today's world, when customers are swamped with choice, hotels need to identify a unique differentiator. Discerning hoteliers have learnt, that while defining their USPs, customer perception must be taken into account. Location, comfort and value have largely been identified as the key differentiators that provide the competitive edge for a hotel. How a hotel uniquely delivers on these aspects to make guests' lives better is what counts.

Hyatt Hotels is a brand whose mission is to provide authentic hospitality by making a difference in the lives of the people it touches daily. Located in prime destinations and business districts, Hyatt Hotels exude a cosy ambience, an insight into the local flair, personalised service and modern comfort in the rooms and in her spaces.

THE INDIA CONNECT

Hyatt's journey in India began in 1983 with the opening of Hyatt Regency Delhi, one of the first international

hospitality chains to establish operations in India. The brand represents a perfect integration of international hospitality standards with the best of ethnic culture.

Today, Hyatt offers over 7000 rooms spread across 19 destinations, including 30 hotels and eight premier brands, namely Andaz, Alila, Park Hyatt, Grand Hyatt, Hyatt Regency, Hyatt Centric, Hyatt and Hyatt Place, in India. Hyatt's Two Roads Hospitality acquisition makes Alila a part of Hyatt globally.





Focussing on innovation as its growth strategy, Hyatt boasts a multi-brand presence across cities like Delhi, Gurugram, Mumbai, Chennai, Hyderabad, Ahmedabad, Pune and Goa, which are its prime growth drivers, as are markets like Bengaluru and Kochi.

EXPANSION PLANS

Forever mindful of the end user and honing in on its qualitative rather than its quantitative attributes, Hyatt is mindful of its expansion into new markets. Since 2006, it has added over 25 new hotels to its portfolio, staying true to its strategy and commitment to its brands and guests.

The Two Roads Hospitality® global acquisition is a feather in Hyatt's cap, having added two stunning 200+ properties in Goa and Jaipur to its India portfolio.

Another key focus is the expansion of the Hyatt Centric brand, with the launch of the second Hyatt Centric-branded hotel in the country in Goa, with Hyatt Centric Candolim Goa. Another cornerstone achievement is Hyatt's expansion across Tier II cities, comprising Hyatt Regency Dharamshala Resort (192 keys), Hyatt Regency Kochi Malayattoor (100 keys) and Hyatt Regency Jaipur Mansarovar (250 keys). On the anvil are additions of almost 1000 more keys to the existing bouquet of hotels in 2019.

Opines Surjeet Sharma, Vice President, India Operations, Hyatt Hotels Corporation, "We believe that destinations and hotels have a

symbiotic relationship. Cities, growth and development are as much about developing talent and creating job opportunities, as they are about expanding our presence in the market and foraying into new destinations where our guests are travelling. We understand that millennials prioritise rich experiences and exploration of the unknown and we are focussing on these aspects more than ever."

WORLD OF HYATT LOYALTY

Hyatt's loyalty programme, World of Hyatt, is a strategic initiative and creates the 'sticky factor' that ensures the brand's relevance with its guests.

Hyatt's core purpose being to care for people so they can be their best, the 'World of Hyatt' programme offers three tiers. The first tier, named Discoverist, Explorer and Globalist, involves incentivising and rewarding members sooner as well as advancing earlier, thus reflecting the aspirations of its members as they travel and expand their world. Personalised care and access to distinct benefits may be accrued through diverse offerings, including Guest of Honor, among others.

Hyatt launched FIND, which offers experiences centred around food, drink, fitness, relaxation and exploration. Eligible World of Hyatt members can choose from over 100 experiences focussed on re-energising and self-care.





HYATT DINING CLUB

Committed to offering innovative guest experiences, Hyatt launched Hyatt Dining Club, a simple and smart lifestyle rewards programme that fosters guests' needs. Just one annual fee provides benefits and discounts at all Hyatt hotels across India.

CONDUCTIVE WORK ENVIRONMENT

Hyatt's mission to care for its guests extends to its dedicated staff, who are provided with an excellent work-life balance, including a 5-day work week, flexible work rosters and a Global Family Assistance Policy, which includes paternity leave. This has significantly impacted satisfaction levels at work and has emerged as a key factor in retaining the right talent.

GENEROUS INCLUSIVITY AND DIVERSITY

The Women@Hyatt programme, launched in 2012, works towards successful career planning and female leadership progression at Hyatt. Comprising a network of women and men who create initiatives and events that focus on enhancing the workplace in ways that position Hyatt to be the preferred workplace for women, it has more than 30 chapters around the world.

A Global Inclusion and Diversity Council (GIDC) fosters a safe workplace that is inclusive and supportive, promoting

equality and ethical responsibility towards everyone within Hyatt's ambit. The India Chapter of the GIDC is committed to support Hyatt's global goals and, in addition, focus on two Diverse Business Resource Groups (DBRGs): Women@Hyatt and the LGBTI community.

ENVIRONMENT FRIENDLY

In 2014, Hyatt launched its 2020 Vision to tackle significant global environmental issues, such as reducing energy, water consumption and greenhouse gas (GHG) emissions at its hotels, recycling and waste reduction, supply chain sustainability, and building efficiency – challenges that required collaboration with the Hospitality Industry, other businesses, stakeholders and thought leaders.

Hyatt is part of the International Tourism Partnership (ITP) working groups on climate change and water stewardship, which help evolve sustainability across the tourism industry.



FLAGGING
SOON

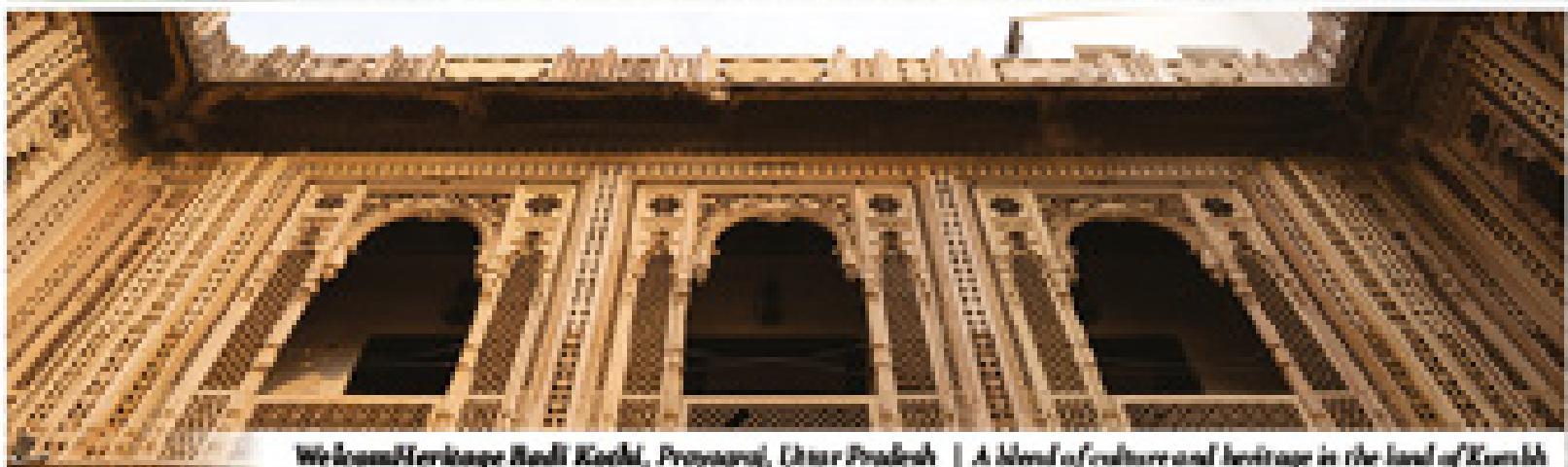


WelcomHeritage

Palace • Fort • Haveli • Resort



WelcomHeritage Tadoba Valley Villa Resort & Spa, Near Nagpur, Maharashtra | An idyllic getaway for Nature Lovers



WelcomHeritage Radh Kothi, Prayagraj, Uttar Pradesh | A blend of culture and heritage in the land of Kumbh



WelcomHeritage Udaipur City Palace, Udaipur, Rajasthan | A unique amalgamation of grandeur and modern comfort

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Each WelcomHeritage Hotel situated at various locations of the country endeavours to showcase the rich cultural and traditional brilliance of the region, thus promising an experience that is as diverse as India.

37 Hotels across 14 States

HEALTHCARE WITH HEART

Medeor Hospital combines state-of-the-art technology with a patient-centric approach

It is no secret that healthcare is a growing industry and one that is constantly evolving. A successful healthcare service provider must be able to identify the emerging trends and keep up with them, be innovative and be open to new technologies. Most importantly, he has to strike the right balance between commerce

and the humanitarian approach. Dr. Shamsher Vayak Paramarth, Founder and Managing Director, VPS Healthcare, is a shining example of someone who has achieved this balance and taken the healthcare business to great heights, through his perseverance, entrepreneurship and resilience.

From a single hospital in 2007, Paramarth has successfully created an end-to-end healthcare conglomerate with a rapidly expanding global footprint. The conglomerate has over 23 operational hospitals,

more than 125 medical centres and over 18,000 employees spread across the Middle-East, Europe and India. With more than 650 physicians, the company is currently providing healthcare services to more than 2 million patients a year.

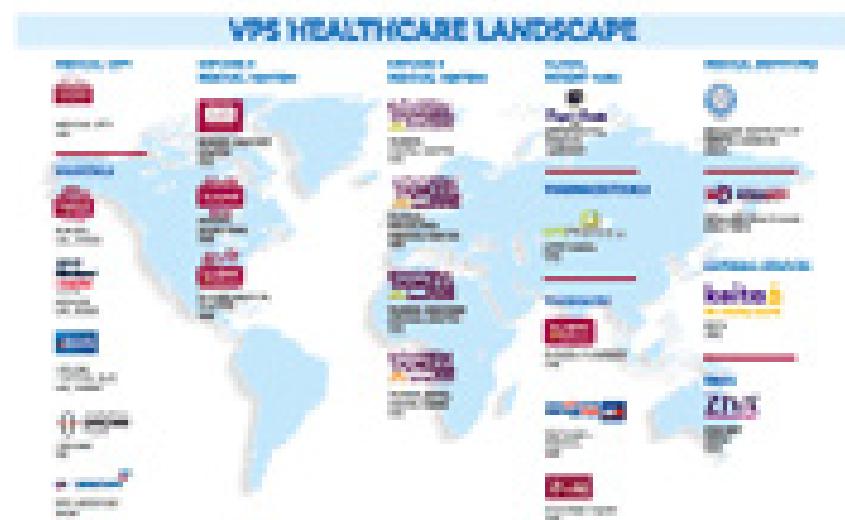
SEARCH RESULTS

A doctor by qualification, Paramabathi's journey has been inspirational. Armed with an MD in Radiology from the prestigious Shri Ramachandra Medical College, he moved to the UAE and a year later, opened his first hospital - Lifeline Hospital, in Abu Dhabi. Today, the healthcare conglomerate's flagship entities, Burjeel Hospital, Medeor Hospital and Lifeline Hospital, and its pharmaceutical production facility, Life Pharma, are names to reckon with. Already a success in Middle-Eastern and European markets, the conglomerate has set its sights in Asia, particularly in India, where it hopes to expand its footprint over the next few years.

VPS Healthcare has developed an international network of primary, secondary and tertiary healthcare coverage that enables the conglomerate to offer a truly holistic approach to health. Observes Panamrajabach, "Our belief and efforts completely rest over a patient-centric approach, where all new processes and systems are designed keeping the concern of the patient above all. In little over a decade, VPS healthcare has demonstrated the true power of disruption through the success of its patient-centric and intuitive healthcare model approach. We are now committed to sharing this pioneering approach with the world."

THE BOA STORY

VPS Healthcare is now expanding in India and aims to become a significant player in tertiary healthcare in India. With strategically located centres across the Delhi-NCR, the conglomerate has centres in Manesar, Outram and Dwarka in Delhi-NCR and Lakeshore in Gurgaon, all of which provide superior care through a combination of advanced medical facilities, clinical excellence and high-end technology.



Medeor Hospital Qutab: This is a 200-bedded super-specialty hospital with more than 10 years in operation. Overlooking the Qutab Minar Complex, a World Heritage Site acknowledged by the Archaeological Survey of India, the hospital offers peace and seclusion to patients. It enjoys a great location in the heart of Delhi and is well-connected via road and Metro links. The hospital offers an array of state-of-the-art medical services spanning across various fields, including cardiac sciences, neurosciences, orthopaedics, organ transplantation, physiotherapy and neuro-physiotherapy, among others.

Medear Hospital, Dwarka: Compact, well-designed and ideally located, this 100-bedded hospital combines the intimate care of a private clinic with the sophistication of a tertiary healthcare unit. Well-connected with road, railways and Metro networks, the hospital provides medical services in internal medicine, orthopaedics, surgery, gynaecology, joint replacement, etc. The hospital has empanelment with major TPA's, private players and PSUs.

Medstar Hospital, Manesar: This is a super-specialty tertiary care family hospital located in the model township of Manesar, which is also the gateway to Gurgaon-Delhi NCR. One of the best tertiary care units operating in the country providing international-standard healthcare at affordable prices, it occupies a 2-hectare-campus and a built-up area of 60,000sqm. Reputed for its superior trauma care centre and emergency services, because of its strategic location on NH-8, the hospital is known





Medeor Manesar



for providing emergency care within the Golden Hour of an accident. Further, its proximity to the airport makes it a desired destination for Medical Tourism.

VRS Lakeshore: This centre offers a wide range of medical services in areas such as joint replacement, multi-organ transplantation, gastroenterology, gastrointestinal surgery, medical and oncological surgery, sports and trauma orthopaedics, neurology, neurosciences, among others. It also supports pioneering research and treatment for life-threatening diseases through its core facilities and services. Special attention is given to diseases endemic to Kerala. Apart from medical facilities, the centre also provides academic training in medicine. A number of postgraduate courses, along with nursing training is available.

SUPERIOR PATIENT EXPERIENCE

Over the years, Medeor Hospital has won many accolades for its superior medical services and commitment towards healthcare. It has won the Green Award and Energy Awards for all its hospitals. It was also felicitated by the Ministry of Skill Development for hiring and training of medical professionals. Further, the largest pressure ulcer awareness session, with 877 participants, was achieved by Smith and Nephew Healthcare Pvt Ltd. (India) across multiple locations in India, on December 8, 2018.

Medeor Hospital has introduced a new paradigm in healthcare service by providing

exceptional patient experience. For international patients, the hospital seamlessly combines medical needs, individual preferences, linguistic, cultural and religious expectations into a tailor-made experience that makes you feel closer home. Believing in a patient first policy, the hospital chain has treated people from as many as 26 nationalities worldwide. Ensuring empathetic care for patients, the hospital chain puts more emphasis on trust than on profit. The hospital chain consistently keeps upgrading its technologies for making its services more patient-friendly and truly exemplifies the motto that care is not a single act, but a habit to be repeated consistently.



Medeor Dwarka





Wildwinds **JAMBUDI**

Koteshwar Temple Road, Near Ambaji, Rajasthan.

Wildwinds Jambudi is an all-suite luxury resort, facilitated with an overall contemporary environment. The 170-square-metered executive suites are a perfect definition of what luxury then, necessity now means. The accommodations are set amongst shady trees, with private courtyards overlooking never ending greenspaces.

Wildshots by Wildwinds is the signature bar & lounge providing a variety of the finest wines, spirits and cocktails. The spa and wellness centre, Wildwinds by Wildwinds, provides a tranquil environment and has a spa menu of holistic therapies for the body, mind and soul pampering guests with relaxing treatments.

The resort is enhanced with luxurious amenities like multi-cuisine restaurant, business centre, fitness, and gymnasium and a wide range of play spots for children. The stepped gardens lead to levels pool with sunken cabanas and the pool-side cafe, creating a perfect ambience for an ideal vacation getaway.



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THE SUCCESS SAGA

The D.Y. Patil Group consists of visionary entrepreneurs, committed to the fields of Education, Agriculture, Healthcare and Hospitality and much more.

Family businesses have always been a part of India's fabric and they have mostly succeeded because of an unshakable bond that exists between the members, a shared vision, values and beliefs, as well as a long-term orientation with loyalty and trust. The leaders of family businesses are generally strong personalities, positive in outlook and have a business resilience that is admirable. The D.Y. Patil Group belongs to this genre of successful entrepreneurs that stands firm on the foundations laid by its visionary and

philanthropist Founder President, Padmashree D. Y. Patil, the former Governor of Bihar and Tripura.

THE GENESIS OF SUCCESS

The D.Y. Patil Group began in 1968, with the Group foray into the field of education and agriculture from Ratnagiri and Mumbai. Today, it is a multi-business entity of dedicated personnel who are committed to various fields, including Education, Agriculture, Healthcare and Hospitality.

The D.Y. Patil Group puts a premium on superior education as being the primary reason for development. Prioritising on quality teaching and learning, the Group has put a value system in place towards generating successful careers. Equipped with state-of-the-art infrastructure, the Group maintains excellence in all its deliverables and has a chain of over 140 educational institutions. Seeing education as the foundation for building world-class citizens, the Group's educational curriculum is not limited to the conventional streams of Science, Commerce and Arts, but is broad based and includes Technology, Architecture, Legal Studies, Sports Academy, Management School, Hospitality & Catering School, International Schooling, etc.

Forever in expansion mode, the D.Y. Patil Group boasts its presence in Kolhapur, Mumbai, Pune (Pimpri, Akurdi, Chinchwad, Lohegaon, & Aundh) and Nagpur. Currently there are three universities on the anvil, at Kolhapur, Pune and Navi Mumbai, under the D.Y. Patil Group, all conferred with the A-grade certificate of excellence by National Assessment and Accreditation Council (NAAC). The Group also has alliances with overseas universities and has a World Class Sports Complex at Navi Mumbai.

Standing tall as President of D.Y. Patil Prarthana & D.Y. Patil Education Society, is D.Y. Patil's eldest son, Sanjay D. Patil. Under his leadership, the Group has made inroads into Healthcare, Agribusiness, Media, Medical, Retail, Wellness and Hospitality. Born on February 19, 1964, and inheriting his father's altruism and reformative clarity, the young heir carried forward the baton and brought astounding changes in the field of Rural Development, Agriculture & Education.

A Civil Engineer by profession, Sanjay Patil is President of D.Y. Patil Group and Chancellor of D.Y. Patil Deemed to be University, Kolhapur, and is mainly associated with Education & Agriculture. Accolades include a ranking of 97/100 of top Indian Universities by NIDC, Government of India, a Vanashree Puraskar by the State Government, and Kolhapur Bhushan for

educational contributions. A forerunner and true visionary, Patil's ideas are a significant contribution to the Educational and Agricultural sectors.

No amount of praise would be adequate for Patil, who has brought astounding changes in the fields of Rural Development, Agriculture and Education, and has been awarded the title of Kothagur Bhushan by the State Government for his remarkable contributions to Education.

"On the top of the pyramid of growth, stand Education and Agriculture for a nation like ours. Otherwise, we need to provide the best resources to our farmers, for their potential is still untapped. With the right resources, economic standardization and knowledge, this field can exponentially become a profitable profession for all small and large scale farmers. We must not neglect the importance of education, for it shapes the thought process of a better tomorrow. We want to reach out to all students and give them a spectrum of careers to choose from. Our Institutes have no stone unturned to give them the best of educational facilities and opportunities."

- Sanjay Patil, President of D.Y. Patil Group



Another noteworthy contribution to the D.V. Patel Group is that of Rutilal Sanjay Patel, Director and Trustee, D.V. Patel Group, and son of Sanjay D. Patel, who abides by the Group's belief in the power of education.



"Successful business management requires Vision, Confidence and Knowledge. While Vision and Confidence are qualities that one might inherit, Knowledge has to be acquired through a formal education, which is essential for any future business venture to succeed."

— Rutilal Sanjay Patel, Director and Trustee, D.V. Patel Group

SAYAJI KOLHAPUR

The D.V. Patel Group's presence in the educational sphere is undisputable, but the Group has recently also made its presence felt in the Hospitality sector, with the launch of its most awaited and ambitious project in Kolhapur. In 2015, Sayaji Kolhapur, the city's first 5-Star luxury hotel, is managed by the able Sayaji Group.

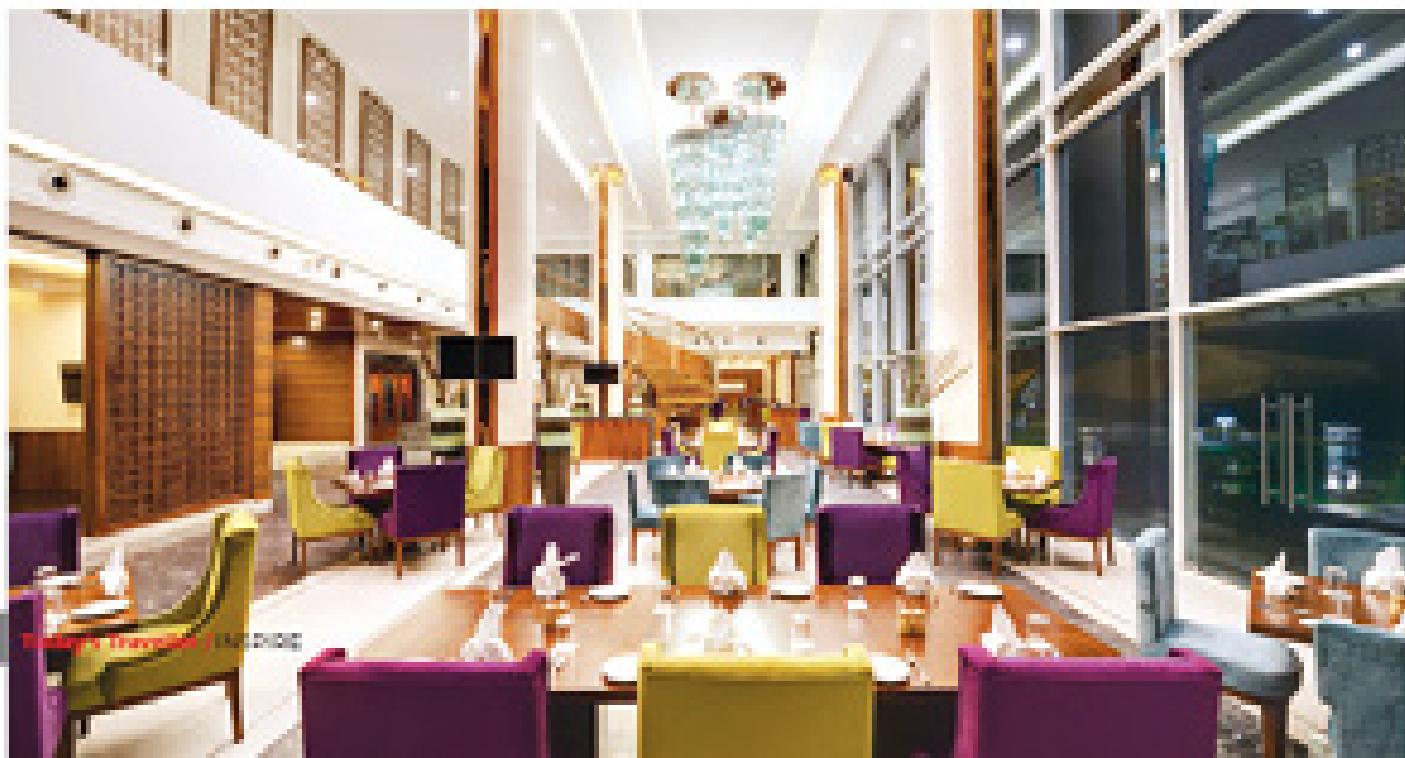
The hotel found favour with industry stalwarts who had long cherished a dream of having a starred hotel in Kolhapur for their visiting clients. Prior to setting up the business, Rutilal worked with prestigious hotel groups like Beachcomber Group in Mauritius and The Hilton, Jorhatpuri, Delhi, in departments like Finance and Client Servicing – thus bringing invaluable experience to the table.

Sayaji Kolhapur is spread across four acres and showcases state-of-the-art convention facilities and vibrant restaurants, making it the city's only go-to place for MICE, grand weddings and other special events. The hotel combines the best of Kolhapuri



affability with the trademark Sayaji service in an ambience that is fit for kings. The hotel's architectural grandeur is in sync with contemporary royalty. The hotel boasts the largest banqueting facilities in all of South Maharashtra, its restaurants are designed to delight. Sayaji Kolhapur offers 120 well-appointed rooms that showcase a soothing ambience, comprising an interplay of colours and textures to make one's stay special. While rooms may differ in size, impeccable services are available in all rooms.

Sayaji Kolhapur is the avid traveller's home away from home. Completely in tune with guests' comfort, the hotel's culture is embodied most aptly in two simple words – "Yours Truly".





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HOSPITALITY'S DIFFERENTIATOR

With exceptional leadership skills and a high emotional quotient, Sunjay Sharma has ensured Hyatt is the preferred hotel brand in India

A great scholar once remarked, "Leadership is the capacity to translate vision into reality." Any organisation requires vision to achieve its goals and a successful leader should be able to articulate these goals and inspire others to follow. Sunjee Sharma, Vice President, India Operations, Hyatt Hotels Corporation, is one such leader, with exceptional leadership skills, foresight and business acumen.

Speaking to Today's Traveller Coffee Table Book 2019, Sharma offers a succinct account of the Hyatt experience, how it leverages a competitive advantage in the marketplace and how it facilitates modern-day guests with its unique offerings.

Sharma initiates the conversation by referring to the genesis of Hyatt in India 35 years ago and how the brand set the precedent for exceptional hospitality achievement with the establishment of the Hyatt Regency Delhi. Today, Hyatt's India portfolio includes eight premier brands – Andaz, Aila, Park Hyatt, Grand Hyatt, Hyatt Regency, Hyatt Centric, Hyatt and Hyatt Place and offers over 7,000 rooms across 30 hotels in 19 destinations.

A culture of 'Yes' is imperative in the customer-centric Hospitality industry and Sharma is cognizant of this fact, saying, 'Our purpose to care for people is at the heart of our business. Our portfolio of brands delivers superior value and is thoughtfully built across the globe, whether owned, managed, or franchised.'

Innovative design and signature experiences, striking architecture, expansive event spaces and world-class Food and Beverage offerings are significant deliverables in each of the Hyatt properties, whether it is Park Hyatt, Andaz, or the recent additions, including Aila Fort Bishangarh and Aila Diva Goa properties.

Sharma dwells on the coveted hotel guest experience, which acts as a differentiator and helps Hyatt stay ahead of the curve. "The 'World of Hyatt' is a one-of-a-kind global strategic initiative to build and engage with a community of loyalists and to offer new experiences to our high-end travellers," explains Sharma.

As part of this initiative, Hyatt launched PIND experiences, designed to delve into uncharted destinations and deliver unique experiences centred around food, drink, fitness, relaxation and exploration. Eligible World of Hyatt members can choose from over 100 experiences focused on rejuvenation and personal care. Hyatt Dining Club provides customised experiences, namely, 'Cook with Chef' an interactive session with Hyatt India's renowned Chefs.

Each of Hyatt's eight brands retains its own local

flavor. The Andaz brand's style quotient is distinctive – Andaz Delhi showcases Delhi-inspired artworks in each of its 401 rooms, as also a book titled, *1000 Reasons To Love Delhi*; The Hyatt Centric hotels are centrally located for guests' convenience; Aila Fort Bishangarh and Aila Diva Goa have crafted experiences which allow guests to interact with locals, while the Grand Hyatt hotels deliver quintessential destination experiences.

Sharma believes, "Destinations and hotels have a symbiotic relationship. We want to be where our guests are travelling and are extremely mindful of our expansion into new markets." So, Hyatt Place offers a stylish, comfortable and value-driven option for business travellers and families, and is relevant across a wide spectrum of markets. The Hyatt Regency brand in the affluent tier II markets facilitates business and social events, premium weddings and conferences. Expansion plans are on the anvil in leisure and cultural destinations, including Dharamshala, Thrissur, Mysayatoor, Udaipur, Dehradun, Vadodara, Vijaywada and Rishikesh.

One of the greatest challenges is that a great hotel is a 24/7 proposition, requiring a sustained customer focus. Hyatt tackles this holistically. Maintains Sharma, "Our culture is one that encourages a familial environment and we've designed the workplace experience to help our colleagues be their best selves."

A very important aspect of this is Hyatt's focus on equality. Highlighting this, Sharma said that, 'At Hyatt, equality matters. Gender diversity matters. When more women join the workforce, everyone benefits – the company, the community, the economy. Which is why, at Hyatt, we view diversity, inclusion and respect for all colleagues as critical to our future success. Our commitment to creating an inclusive workplace is led by a CEO-chaired Global Inclusion & Diversity Council (GIDC) which works towards embedding inclusion and diversity into all areas of our business.'

Our Women@Hyatt programme is a network of women and men who create initiatives and events that focus on ensuring that Hyatt has a truly inclusive work environment, making it the preferred workplace for women."

About opportunities, Sharma believes that India has a high growth potential and is conducive to growing the brand. Accordingly, Hyatt kickstarted 2019 with the expansion of the Hyatt Centric brand, with the opening of Hyatt Centric Candolim Goa and the addition of two Aila properties – Aila Diva Goa and Aila Fort Bishangarh (Delhi) to its repertoire. Future plans include the launch of many new hotels and markets by the end of 2019, concludes Sharma.



LORD OF THE WATER

The success of India's first premium cruise line is owing to the tenacity, resilience and innovative thinking of Jurgen Ballom, President & CEO, Jalesh Cruises

With the recent fillip given to Cruise Tourism by the Union Government, India is all-set to carve a niche in the Asian market and jumping on to the bandwagon is Jürgen Ballom, President and Chief Executive Officer (CEO) of Jaish Cruises, India's first premium multi-destination cruise line. Ballom's passion for creating cruise markets worldwide is best elucidated by a quote from Jonathan Livingstone Seagull, by Richard Bach - "The gull sees the farthest who flies highest." Taking off from the limitless nature of the mind and spirit of the seagull, Ballom, a visionary in the cruise business, has relentlessly pushed boundaries while creating cruise markets in Argentina, Brazil, Canada, Italy, Peru, Scandinavia, Scotland, the UK, the US and several more across Europe.

A CRUISE IS BORN

An accomplished professional, Ballom has worked for international brands, such as Royal Caribbean Cruises Limited and Royal Caribbean International. In 2010, along with Subhash Chandra's Essel Group, Ballom launched the first Indian multi-destination premium cruise line within a record eight months. An ironman athlete, Ballom's tenacity, resilience and innovative thinking led to the creation of an incredible domestic product for the youngest cruisers in the world. His keen perception made him realise the lacklustre state of the Indian market and the fact that most Indian cruise enthusiasts preferred cruises in Southeast Asian countries. Shares Ballom, "Indians love to cruise. In fact, they rank second to China in terms of cruising among Southeast Asian countries. Many Indians in Singapore enjoying a cruise vacation, but when it comes to cruising in their own country, the awareness levels and the demand is quite low." Encouraged by the insightful perspective of Subhash Chandra, Chairman, Zee & Essel Group, Ballom successfully launched the first Indian multi-destination premium cruise line.

WORK ETHICS

Ballom ascribes his success to his in-depth knowledge of the cruise industry. He has over 30 years of experience in the industry and has rapidly risen in rank in the companies he has served. Before a stint at Grupo Vidanta as President and CEO, Ballom helmed the operations at Royal Caribbean International. He also worked for close to 8 years at the UK-based International Island Cruises. However, Ballom refers to the launch of Karnika on April 17, 2010 as his career milestone. "Karnika, India's maiden premium cruise ship, exemplifies our dream to make the world a happy place," he affirms. Speaking affectionately

of his work at Jaish Cruises, he maintains that working with an Indian team has been immensely fulfilling and that Indians are the most technologically sound and innovative individuals he has worked with.

Ballom is committed to ethics and excellence in all the activities he undertakes. The company introduced the CleanWaves programme, an initiative to have sustainable cruise operations and to take care of marine biodiversity.

From providing a true Indian experience to cruisers through culinary delights, high end gyms, spas and international style Broadway shows, Jaish Cruises has been the first in the country to innovate domestic cruise tourism in India. Apart from giving tourists an engaging experience on the ship, the cruise line is boosting Indian tourism by exploring new and unique locations like Ganpatipule and Dhu, which are yet to be explored as cruising destinations.

LUXURY ON THE SEA

Ballom speaks of Jaish Cruises in glowing terms. As India's first premium, multi-destination cruise line, Jaish Cruises provides an authentic Indian experience with delicious local cuisine, luxurious cabins, state-of-the-art gyms, international Broadway shows and opulent spas. Apart from luxurious on-board experience, Jaish Cruises also provides tours and excursions to off-beat, on-shore destinations for guests. It not only generates employment for the local population, but also protects the marine environment.

Despite being a busy person, Ballom never fails to take time out for his family and his other love – golf. An avid golfer, Ballom has played at all the renowned golf courses across the world. His globetrotting experience has also made him proficient in as many as five languages including English, German, Spanish, Italian and Portuguese. The next language on his mind is Hindi as he continues to build the Indian cruise industry in the country.





INVESTMENT JUGGERNAUT

For more than three decades, the Tourism Finance Corporation of India has been the financial backbone of India's Tourism Industry, playing the role of an investment catalyst in this sector



Photo: Suresh Chandra

“New avenues of growth and foray into sectors such as acquisition, financing, investment banking, MSME segment areas are also in the pipeline.

— Arishan Chakraborty, Managing Director & CEO, TFCI

Transcend the world, investment bodies and financial institutions act as investment catalysts, providing long-term credit support to growing industries. They promote economic growth and provide financial support for various capacity-building programmes undertaken by both private and public bodies. One such sector in India that has contributed a lot to the growth of the country is the Tourism Industry and propelling the growth of the industry is the TFCI or the Tourism Finance Corporation of India (TFCI).

THE BACKGROUND

Set up as an all-India financial institution, pursuant to the recommendations of the National Committee of Tourism under the aegis of the Planning Commission in the year 1988, the body has expedited the growth of the tourism sector in India by funding long-term projects. It has truly played the role of an investment catalyst in India by sanctioning a cumulative amount of Rs 10,897 crore rupees for 663 projects till 2018. With a view to diversify in other related sectors, TFCI has financed infrastructure projects, Real Estate projects and even manufacturing projects. The assistance sanctioned so far has helped in creating over 46,000 rooms in approved category of hotels that represent approximately 33rd of the total

room capacity in the country. The assistance sanctioned by TFCI has helped in catalysing investment to the tune of Rs 30,162 crore in the tourism sector, till March 31, 2018, over a period of time.

TFCI'S MISSION

Taking the company forward is Arishan Chakraborty, Managing Director & CEO, TFCI, who spoke extensively to Today's Traveler Coffee Table Book, 2019, extolling the company's initiatives in bringing about a sea change in the Tourism Industry. Chakraborty says, "TFCI is the only institution in the country that exclusively funds tourism based infrastructure projects and has, therefore, been able to play the role of an investment catalyst in this sector." He added, "TFCI provides a unique business model, which offers services like tourism project financing, tourism advisory services, etc. Other financial services include financial assistance in urban infrastructure (hospitals, education, etc.), industrial and manufacturing, along with RL and BFSI on a selective basis, services sector and allied activities. Tourism advisory services include consultancy and project-related services for the private sector and institutional services for State and Central government."

THE JOURNEY SO FAR

However, the journey so far has not been easy for TFCI. SH Gupta, Whole Time Director, TFCI, says that initially, the period after the institution of TFCI, the banks were reticent to sanction term-lending. At that time (in the 1980s), banks were providing the working capital finance, and financial institutions were dependent upon banks to



"TFCI is the only institution in the country that exclusively funds tourism-based infrastructure projects."

— GM Gupta, Whole Time Director, TFCI

subscribe to the bonds issue. As such, financing a hotel was a tough proposition before the TFCI came along. Gupta informs, "An average hotel project typically takes about 10 to 15 years. This is because a hotel is perhaps the most capital-intensive project and typically requires funding for about 10 to 15 years before it can become fully independent. However, banks were not in a position to finance a project for that long. Therefore, with a view to provide long-term financial support to the sector, the need was felt for a dedicated financial institution." No doubt, the body has a competitive edge over others in the tourism sector. It provides financial assistance for new projects in the tourism sector, their diversification, renovation and modernisation, as well as in the infrastructure sector, industrial/manufacturing sector, real estate sector, services sector and related activities. It also refinance NBFCs/HFCs in the form of rupee loans, corporate loans, subscription to equity/loans, refinancing of loans, takeover financing, etc." Another



feature in TFCI's cap is that it can proudly take credit for the creation of many successful home-grown brands and chains of hotels in the country. It has successfully launched projects in the tourism sector, including Ecol World, the first water sports complex at Goa, the first Dolphinarium near Chennai, Indian Railways' ultra-luxurious Palace on Wheels, the first meditation spa resort in the country, called Ananda in the Himalayas, etc. It has also undertaken restoration of castles, palaces and monuments throughout the country. These include Umrao Bhawan Palace, Devigarh Fort, Kumbhar Fort, Dehan Numa Palace, just to name a few.

THE FUTURE AHEAD

Anirban Chakraborty spoke at length about the future trajectory of the company. He pointed out that going ahead, the focus should be solely on product diversification, with an aim to bringing about overall efficiency in the system that would lead to better results for all the stakeholders.

"We will try to leverage the sector expertise of travel and tourism and try to expand in other sectors in India. New avenues of growth and foray into sectors such as acquisition, financing, investment banking, MSME segment area are also in the pipeline," Chakraborty says, adding that TFCI is also going through a transformation. The company is planning to restructure its workforce. "We are investing in new resources and focussing on building a new leadership team, along with strong experience to drive growth."





BLOOMING TO THE BEST

Bloom Hotels is favoured by millennial and discerning travellers alike for its ethical business practices, cutting-edge technology and award-winning concepts



In a highly competitive environment, it is not easy for a hotel chain to capture the imagination of the guests. Few chains have managed to provide affordable hospitality without compromising on the quality. Way back in 2010 Bloom Hotels pioneered the concept of "rooms" in India on a proprietary cloud-based technology platform. Over the years, the company has progressed from its planned slow growth stage to rapidly covering most of the domestic markets. Presently, it has 16 properties across India and 100 more in the pipeline.

Over the years, the company has followed a measured approach for growth. During the early years, the focus of the company was on building a world-class product.

For each hotel that it signed, it had to say 'No' to over 50 new hotel development enquiries. During this controlled growth phase, several new brands emerged on the hospitality scene with varying degrees of borrowing from Bloom's initial product.

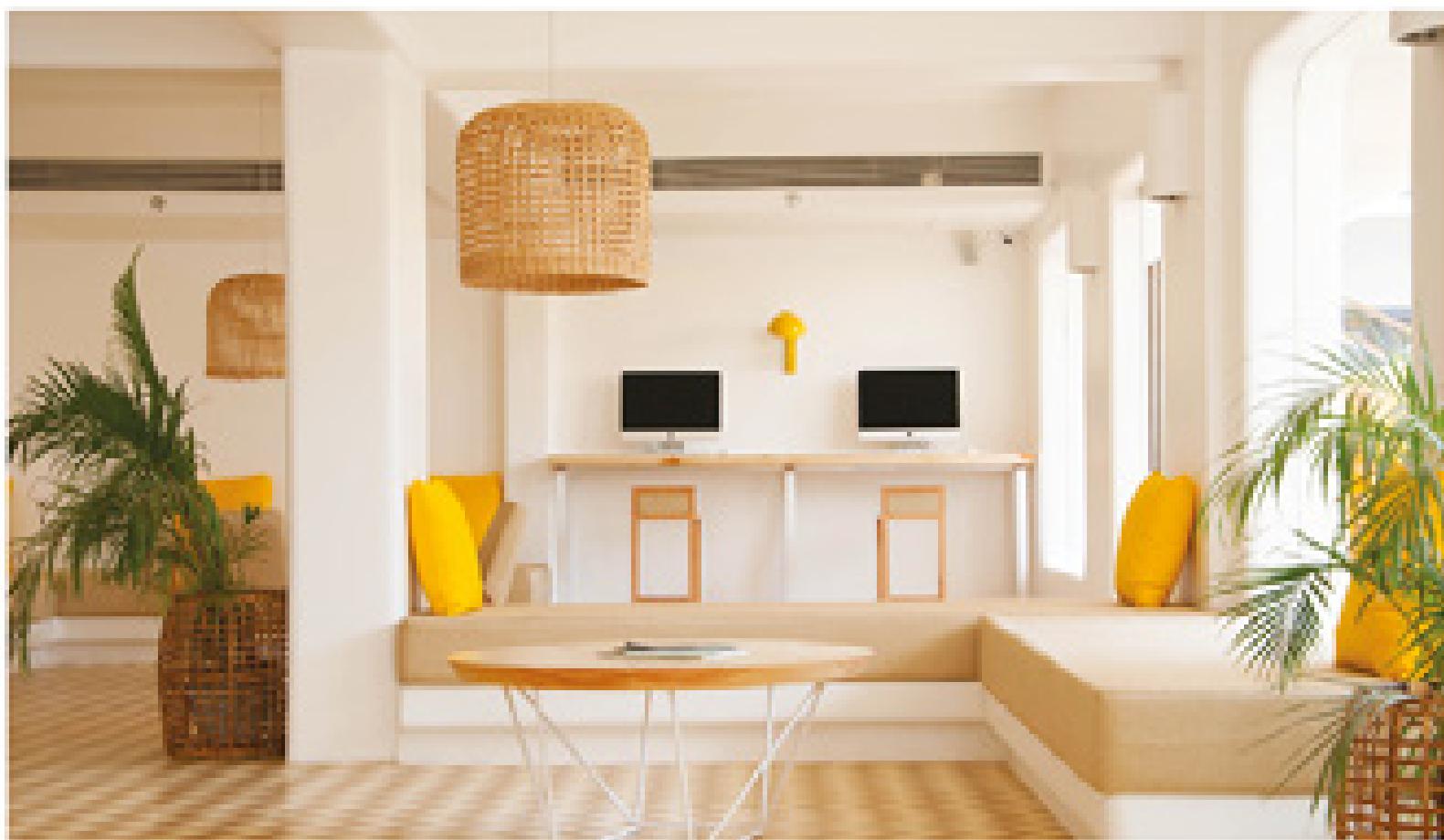
This included numerous brands, first in India and then internationally, adding the 'rooms' tag to their names or attempting to



follow the technology platform that Bloom had successfully built years back. Today, however, Bloom is the preferred choice for both hotel developers and customers alike, enjoying the highest guest loyalty rate in the country.

Speaking about the business plan of the hotel chain, Tom Welbury, Chief Product Officer, Bloom Hotels, said "We are not obsessed with vanity metrics about being one of the largest, which, considering the market size scale wise, is achievable if standards are dropped. Instead, our focus is to be the best in everything we do."

Welbury continues, "We have even considered capping the number of Bloom Hotels at 100 as a show of commitment in line with our dedication to being the best rather than just signing every hotel that knocks at the Bloom door. These results speak for themselves and we have beaten some of the world's top brands in our micro-markets."





DEVELOPMENT EXECUTION

The company has excelled in development execution. It successfully develops a hotel under record time, thereby giving the best rate of asset monetisation on property to hotel developers, who, typically, have to wait for years before they can enjoy returns on their investment. Furthermore, the brand also boasts one of the highest profit rates per square foot delivered to hotel owners. On its part, the company has come up with a brilliant formula for choosing its hotel owners and developers. The criterion for choosing a hotel owner is not so much his financial strength as it is his willingness to share a common vision of building a world-class hotel.

INTEGRITY IN ALL THINGS

Honesty and integrity are the core principles of their business. The hotel chain does not pull out cheap tricks to woo its guests or developers. There are no false promises, hidden charges, exaggeration about reliance on discounts. Customers pay for what they see on the website. This also applies to development partners who are screened for business ethics at the initial stages.

The brand's values are also reflected in the overall decor and cleanliness of the hotel. The chain has possibly the most squeaky clean portfolio in the country. Clean and flawlessly maintained, the early hotels are virtually indistinguishable from the brand new properties. Despite focussing on value price points, the hotel offers premium amenities that are available at all luxury hotels in the

“

We are not obsessed with vanity metrics about being one of the largest, which, considering the market size scale wise, is achievable if standards are dropped. Instead, our focus is to be the best in everything we do.”

—Tom Welbury, Chief Product Officer,
Bloom Hotels.

country. Premium fixtures in the bathroom, filtered water from the taps, a trademarked bed called CloudBed, state-of-the-art security systems and air purification systems make your stay at a Bloom Hotel a memorable one. The hotel chain also prides itself in providing the fastest check-in, often averaging less than one minute.

AWARDS AND ACCOLADES

The brand has been continually recognised as a quality leader in the mid-range segment and also won numerous awards for providing quality rooms at affordable prices. CNN recognised Bloom for redefining traditional hospitality in India, while The New York Times' 36 Hours series, where mystery travellers visit global cities and rate their finest experiences, rated Bloom as the best place to stay in the country. Even international authorities on design and architecture, such as the Wallpaper, have recognised the contribution of Bloom in redefining the affordable hotel space.



LUXE



IN THE FOOTSTEPS OF THE MAHATMA

Mahatma Mandir Convention & Exhibition Centre, managed by The Leela is not a run-of-the-mill business centre. It reflects the entrepreneurial spirit of Gujarat and the quintessential Gandhian principles

A convention centre is a custom-made business space that brings people together. From business meetings to social gatherings, from product launches to global conventions, the centre propagates the entrepreneurial spirit of the community. Mahatma Mandir, which has a focus on business and trade, does precisely this for Gujarat.

Mahatma Mandir Convention & Exhibition Centre is one of the largest convention centres in India. Based on the principles and philosophy of Mahatma Gandhi, the convention centre stands as a glorious reminder of the life and times of the nationalist leader.

The centre is located in Sector 15 of Gandhinagar, the capital of India's vibrant state of Gujarat, and in close proximity to Ahmedabad, the country's first World Heritage City by UNESCO. The centre is located within a 25-minute drive from Sardar Vallabhbhai Patel International Airport.

Gandhinagar is a planned city, and is home to many government offices and business enterprises. It is also close to Gujarat International Finance Tech City (GIFT), which is India's first operational smart city and a global financial hub. All in all, the convention centre, managed by The Leela, is a fitting tribute to the entrepreneurial spirit of Gujarat and the philosophy of Mahatma Gandhi.

THE CONSTRUCTION

The story of the making of the convention centre is quite fascinating. Commissioned by the Gujarat government, during the Chief Ministership of Narendra Modi, the



convention centre was built to host the Vibrant Gujarat Summit of 2011. The government asked panchayat leaders from all 18,046 villages of India to come to the foundation-ceremony bearing urns (kalash) containing sand for the site. During the stone laying ceremony, a time capsule, bearing information about the Mahatma, was buried inside the sand.

The convention centre was built by Larsen & Toubro (L&T) and Shapoorji Pallonji Company Limited in two phases. Phase I of Mahatma Mandir



was constructed in nine months, starting from May 2010 to January 2011, at a cost of Rs 135-crore. It includes a convention centre, three big exhibition halls and small halls having conferencing facility. Phase 2 included construction of a salt mound memorial, a garden, a suspension bridge, wind mills and development of the parking space at a cost of Rs 60-crore.

FACILITIES

Spacious and large, the convention centre features more than 10,000 square metres of air-conditioned spaces that can accommodate over 10,000 delegates at a time. The pillar-less 5,925 square metres of the Main Convention Hall can comfortably seat over 5,500 delegates in theatre style and features as many as three VIP viewing galleries and eight simultaneous interpretation

booths. Complementing the hall are 20 additional meeting venues that can seat delegates ranging between 6 and 1,000. In addition to this, there is the Heads of State Centre, which, as the name suggests, is exclusively reserved for high-powered heads of nation-states. It can accommodate over 250 delegates in various meeting rooms.

Adjoining the Main Convention Centre are three pillar-less Exhibition Halls that provide a total of 6,760 square metres of display spaces and come with large viewing galleries. Adequate number of bays provides easy accessibility to swiftly mount and dismantle display booths.

THE MUSEUM

Dandi Kuti is India's largest and only museum built on the life and teachings of Mahatma Gandhi. This multi-layered, forward-looking space is reflective of Gandhian philosophy which inspired an entire generation of Indians to rise up against the injustice of the British rule.



BEST LUXURY BUSINESS GETAWAY

The Leela Ambience Convention Hotel Delhi's forte is service excellence, which it dispenses through comfort, luxury and exceptional facilities

Today, in the world's best business hotels, pampering is the new business buzzword. Business travellers want more than seamless wireless connectivity, consistency and convenient locations – they seek the same emotional experiences that leisure travellers are looking for. The Leela Ambience Convention Hotel Delhi is a winner on all accounts, offering guests world-class style, unparalleled service, exquisite accommodations and signature accoutrements that define luxury. Deputed by its service excellence, its mission is to delight and satisfy its guests, which it does in innumerable ways – by offering comfortable and well-appointed accommodation,

exceptional facilities, the largest pillarless ballroom and outstanding restaurants and bars. It had been awarded the best luxury convention hotel several times since inception at renowned award forums.

The Leela Ambience Convention Hotel Delhi focuses on details and goes the extra mile to ensure that every experience is inclusive. The hotel provides business travellers with vibrant spaces, showcasing 400 rooms and suites, two receptions, two swimming pools, a 25,000sq. ft. pillarless ballroom and the largest meeting space, comprising 70,000sqft.

The Grand Sapphire, the hotel's pillarless ballroom, is ideal for large exhibitions and fairs and can be divided

further into five smaller ballrooms. It has hosted distinguished luminaries and has showcased events like the Commonwealth Chess Championship, Femina Miss India, the Indian Dental Congress and BBS Expo. Adding to the luminescence is the impressive lighting system, the vibrant blue carpeting and orange wall lamps. The ballrooms, on the ground floor, offer three dedicated entrances, including two from either of the towers.



The Emerald Ballroom, with a separate entrance, measures 3,300sqft, is adjacent to the Grand Sapphire and can accommodate smaller functions. An expansive pre-function area boasts a sumptuous array of food from a choice of customised menus. For weddings, the hotel's skilled chefs also create regional speciality cuisine on request. The expansive outdoor space and patios can host pre and post wedding ceremonies with thematic options.

The hotel's proficient chefs offer international cuisine, including Chinese, Japanese, Thai, Mexican and Mediterranean. A variety of wedding cakes, along with customised cocktail snacks, are available for special occasions. The hotel has three restaurants, a lounge and a bar. The all-day dining restaurant, Cafe Knosh, which serves multi-cuisine delicacies; Dilli S2, the Indian fine-dining restaurant; Mei Kun, the oriental fine-dining restaurant; and Cherry Bar – the retro bar. The Cuban-themed luxury lounge by the poolside is called the 'Club Cuba'. Contemporary design being the hotel's design fundamental, the facilities are conveniently divided between the two towers. Added facilities include two temperature-controlled outdoor swimming pools, two fitness centres, separate



entrance to the towers, two pre lobbies and two main lobbies. Recreational facilities offered by the hotel include a luxurious spa and a modern salon, Sharaya. The spa specialises in European and Asian therapies, including Ayurveda treatments.

Observes Ashish Kumar Rai, General Manager, The Leela Ambience Convention Hotel, Delhi, "The hotel is not just host to one of the largest pillarless ballrooms in the country but also has 22 breakaway rooms over and above the main ballroom, loaded with the latest technology and state-of-the-art infrastructure. Apart from this, the hotel is also well connected to the business hubs and monuments in Delhi, while the Taj Mahal is just a 2.5-hour drive via the Yamuna expressway."

A CLASS APART

An ode to Kolkata's cultural heritage and lineage, ITC Royal Bengal woos guests with its luxurious services, fine dining and an exclusive spa



The term 'luxury' is being revalued by the Hospitality Industry today to mean more than plush rooms and fine dining. It's to do with unique personalised brand experiences, exceptional service and a 'wow' factor that goes beyond expectations and can be translated into a number of things, in many different ways.

Showcasing the essence of true exclusivity is ITC Royal Bengal, Kolkata, an ode to the city's rich cultural heritage. With its passion for perfection and its pursuit of beauty and grace, ITC Royal Bengal represents the state and the unique fervour of its citizens.

Located adjacent to ITC Sonar and within close proximity to the new business district of Kolkata, ITC Royal Bengal is an awe-inspiring world ensconced within a dynamic edifice. An ode to the region's cultural

heritage and lineage, the complex offers 695 rooms and suites, including 82 serviced apartments, 12 dining destinations, 5,000sqm. banqueting space and Playa Kalp - The Royal Spa.

THE LUXE FACTOR:

Showcasing a splendid facade, ITC Royal Bengal seamlessly replicates the same in its luxurious and expansive interiors. Guests get a sense of the finest nuances of the country's culture and heritage as they enter the hotel, with its elegant, furnished doors.

Taking its cue from the country's stylish heritage homes, the rooms in ITC Royal Bengal are a connoisseur's delight. The hotel showcases 695 rooms and suites with 82 fully-serviced apartments under four categories: The Towers (Executive rooms, with an area of 52sqmt), are



spacious and comfortable, offering smooth and efficient service; ITC One comprises 780-sqft rooms, overlooking a vast expanse of wetlands, that are equipped with avant-garde services and facilities.

The 82 serviced apartments come in two categories – 1 and 2 bedroom apartments, and feature the quintessential ITC hospitality. The Presidential and Grand Presidential suites boast the finest Italian marble, timber floors, highly decorative high ceilings, state-of-the-art gym and elegantly designed furniture.

GOURMET DINING

When it comes to fine-dining, ITC Royal Bengal brings alive the finest culinary experiences by offering a diverse range of signature and award-winning dining destinations that offer a curated selection of local, national and global cuisine.

Visit Ottimo Cucina Italiana, which pamters the palate with sumptuous and authentic flavours from Italy. Enjoy the theatrics of the large live kitchen that dishes out wood-fired pizzas, sizzling antipasti and a variety of artisanal pastas and cheeses, coupled with select premium beverages.

Enjoy classical vegetarian cuisine at Royal Vega, which prides itself on the concept of eating fresh, seasonal produce and brings together a delightful mélange of delectable vegetarian food from the great royal kitchens of India.

The three-meal buffet restaurant, Grand Market Pavilion, is a sensory journey that features an extensive spread of Indian, innovative and international delicacies prepared in live stations.





The Brass Room is a vibrant bar with elegant interiors and boasts a signature collection of spirits that are paired with an inventive tapas menu.

Immerse yourself in Darjeeling Lounge, the à la carte restaurant that sports design elements from the Northeastern tea estates, woven into casual contemporary aesthetics.

An elegant and relaxed space, it serves specialty teas and coffees from around the world and other beverages paired with an artfully crafted menu. On the anvil is Sky Point, Kolkata's most coveted rooftop bar. With panoramic city views, the venue is designed for never-ending celebrations.

WELLNESS QUOTIENT

The sense of caring, which is intrinsic to the hospitality business, has taken on new meaning as the industry has become increasingly involved with health and wellbeing. Fully cognisant of this, ITC Royal Bengal

houses the globally acclaimed Kaya Kalp – The Royal Spa, which has added a new dimension to the approach to wellness.

A haven of tranquility and wellbeing, Kaya Kalp – The Royal Spa features exquisitely designed treatment rooms and offers signature, traditional and indigenous therapies. The hotel offers a Fitness Centre, with the full range of state-of-the-art equipment. Dive into the hotel's swimming pool, located on the 40th floor, for a relaxing time after a strenuous day or put in some energetic laps for some fitness benefits. Kids can splash around in a separate children's pool.

BONANZA MEETING VENUES

ITC Royal Bengal features expansive spaces and facilities to match international standards.

With sophisticated state-of-the-art facilities and amenities, ITC Royal Bengal features an unparalleled 5,630sqm. of banqueting space. The unique pillar-less Grand Ballroom is the ideal place for holding meetings, social gatherings, business summits, etc. Flagship spaces, multiple breakout rooms, sprawling lawns, a dedicated arrival lobby, reception-cum-pre-function areas are some of the highlights of the banqueting facilities provided by ITC.

ITC Royal Bengal is an ideal venue for hosting dream weddings. The hotel's dedicated team takes care of all guests' needs - from the décor to the theme to food selection. Customised menus for families of the couple, a dedicated bridal room attached to the ballroom, access to VIP lounges, exclusive entry and exit points for guests and ample hassle-free parking space make for memorable weddings.



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SOLACE AMID LUXURY



Blissful and blessed by the River Ganges, Taj Rishikesh Resort & Spa is an otherworldly retreat that blends luxury, green ethics and wellness into a cohesive whole

First made famous by the legendary Beatles in the 1960s, Rishikesh is a quiet hermitage town located on the banks of River Ganges as it cascades through the beautiful valley among the Himalayan foothills. Not far away, in the village of Singhat, about 80km from Rishikesh, sits the newly opened, other-worldly address of luxury – Taj Rishikesh Resort & Spa.

A 75-minute scenic drive from the Jolly Grant Airport, in Dehradoon, Taj Rishikesh Resort & Spa is where time takes a restful pause, while you take a placid breather to meditate on more profound things of life. Blessed by the Ganges and guarded by the high and mighty Garhwal Himalayas, Taj Rishikesh Resort & Spa is sprawled over a land strip of 12.5 acres amidst an eco-friendly habitat that places you right into Nature's lap. The terrace gardens, the meandering hills, the gurgling River Ganges and the soothing atmosphere combine to bring out a sense of ease and comfort before you head for your journey among the mountains.

LOBBY AND ACCOMMODATION

At the heart of Taj Rishikesh Resort & Spa is the Magnolia Courtyard where you're greeted by a courteous staff,

amidst a well-crafted library, a lounge bar, a stately verandah, and panoramic views all round. The eco-friendly resort offers 79 exclusive contemporary designed rooms, suites and villas, including Presidential villas, Gangeetri villas and Luxury Pool villas, to cater to the needs and comforts of the modern-day traveller. The residential spaces are thoughtfully designed oases, endowed with liberating views of the outdoors, the mighty Himalaya and the gurgling waters of River Ganges, which rings the resort from 3 sides.



Replete with modern facilities and amenities, the rooms, suites and villas reflect contemporary design fundamentals done in thoughtful touches and provincial flourishes. The resort is clearly a befitting tribute to the architectural magnificence of the Garhwal region and the outer Himalayas and serves as a gateway and the last point of luxury for the Char Dham devotees as they make their way further into the soaring mountains.

DINING DELIGHTS

If you relish Himalayan cuisine or take special delight in partaking of exquisite international cuisine, both made from wholesome organic produce, Taj Rishikesh Resort & Spa leaves you spoilt for choice when it comes to pleasing your taste buds, with its four specialised restaurants and bars. At Rock Flour, dine in al fresco mode as you soak in the peaceful environs of the Himalayas while sampling world cuisines. Located on one of the lower meadows, Riverside restaurant serves the flavoursful, authentic Rajasthani cuisine inspired from the Himalayan belt of Kashmir, Himachal, Garhwal, Kumaon and Nepal.

For a closer encounter with Nature, head to the open-air Pizza Bar overlooking the gurgling River Ganges along a gorgeous pebbled beach, and enjoy sumptuous food and wine amidst sunshine or starlit skies. With the use of Singhali's farm-fresh organic ingredients, Chefs re-invent the Himalayan classics and superfoods that keep gourmands and comfort food seekers equally happy.

GARHWALI THALI

A famous local fare - Garhwali Thali, is a combination of 8-10 food items featuring kade ki roti (Fagi Roti), Phaan (Garhwali dal), also ke guthie with jathiyia, Barnyard millet (Changori), Rajma, Raitha, Cucumber salad, Patash parrot ki sabzi, Mint-coriander chutney,



and Kaafuli. Made from the fresh wholesome organic produce, Garhwali Thali is a must try local speciality at the Riverside restaurant. Garhwali Thali makes for a hearty meal, for its flavoursful taste and range of items, and provides instant satiation for a growling stomach. The resort uses only freshness of organic ingredients to present you with an unforgettable dining experience at all its restaurants.

JIVA SPA A WORLD OF WELLNESS BY THE GANGES

Underneath the meadowed terrace of the Spa Lawn lies Jiva Spa – a wellness sanctuary sprawling over nearly 7000sqm. of space, where ancient healing wisdom awaits you. Jiva Spa is a world of wellness, offering many unique treatments and therapies amidst green surroundings. Jiva Spa's tenet is to provide you with a holistic experience that rejuvenates mind, body and soul in every aspect of your wellness journey. The lawns above the Jiva Spa complex offer best spots for Yoga and Meditation with 360-degree of scenic views, while Jiva Spa features an enviable menu of wellness and therapeutic experiences. Clearly, your wellbeing is top priority at Jiva Spa, where you can indulge in many wellness rituals that range from signature experiences, ancient Indian therapies, to holistic natural therapies, offering relaxation and rejuvenation in equal measure. And, not to be missed are the sacred and ceremonial time-honoured Indian bathing rituals.



LUXURY IN THE HILLS

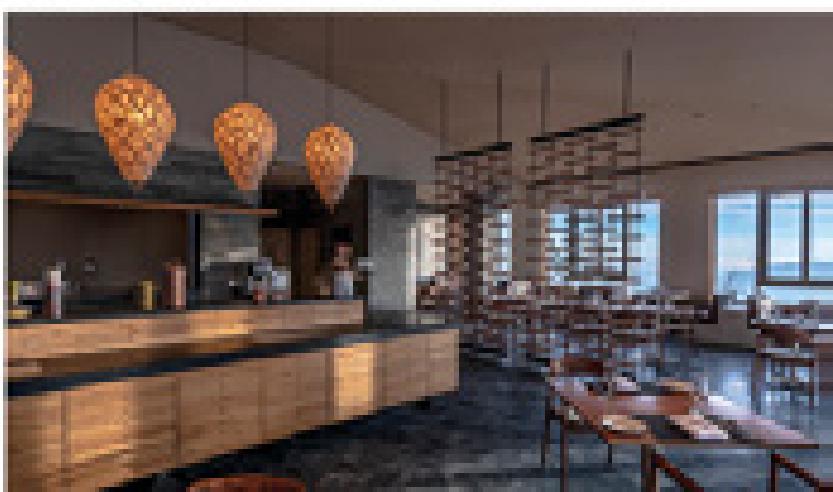
For a memorable hill station vacation, head to Taj Theog Resort & Spa, near Shimla which offers luxury and solace, incredible ambience, scenic splendour and exemplary facilities.

A legacy from colonial times, hill stations are charming throwbacks of times past, of summer holidays spent roaming the hillsides. Today, hill stations in India are still coveted as perfect getaways from the urban chaos. Favoured by the gods, Himachal Pradesh or Devbhumi, is a great exemplar of the ideal hill station, with its scenic splendour and tranquil vibe. In these environs nestles Theog, a charming town, just 75min from Shimla. For discerning travellers who seek solace and comfort amidst the majestic Himalayas, Taj Theog Resort & Spa is the answer. With panoramic views of the Himalayas and surrounded by tall conifers, cedars, broadleaved oaks and rhododendrons, the area around abounds in picturesque hamlets, cultivated terraces, apple orchards and snow-tipped peaks.

Recently opened, the chic resort exudes a provincial charm with its teak furniture, bright linens and water colour paintings. Gourmands can enjoy fine cuisine and delicious cocktails at the all-day diner, Tragopan, the Oriental restaurant, Peony and the gastro-pub, Theog Junction. To relax and de-stress, head to Jiva Spa, an award-winning spa, known for its signature therapies and beauty treatments.

LUXURY ACCOMMODATION

The property comprises 59 rooms and suites, namely Deluxe Rooms, Premium Rooms and Junior Suites. The Sheshi, Deluxe Rooms and Premium Rooms include king-sized or twin beds with large balconies offering sweeping vistas of the Himalayas. The rooms showcase warm-toned Alpine furniture, traditional rugs and commissioned furnishings from the House of Sankham & Thakore. The storage space is generous and includes a wardrobe, luggage rack and a chest of drawers. The rooms are ergonomically designed and come with Hi-Fi Internet and impeccable facilities. Two Junior Suites - Kangra and Basholi, of 70sqft each, come with all the above-mentioned features, along with breakfast tablet, plush four poster beds, separate dressing areas and comfy lounges. Perfect for large families, the



suites are great for spending quality time with your loved ones.

DELECTABLE FAIR

Delivering on the best of local and global cuisines, the hotel offers a range of options. Tragopan, the all-day diner, serves sumptuous local Pahari cuisine, comfort food and mainstream dishes from global cuisine.

Partake of mouth-watering apple strudels, provincial Chha Cosht and traditional Sattvik fare of the locality called Dharm.

Enjoy a breathtaking view of the Himalayas, while sipping Tchaku Cha, a specially brewed tea of the region, made with butter, salt and fermented apricot. Peony is another restaurant famous for its delicious Cantonese and Sichuan fare. Whether it's a cosy dinner for two or a large family gathering, Peony, with its authentic, handmade noodles, delicate meats and tasty dim-sums, is the go-to place for some great food. The gastro pub of the hotel, Theog Junction, is a tribute to the pride of Shimla - the narrow-gauge toy train that runs from Kalka to Shimla, where you can gaze at the sunset while enjoying a sundowner, along with delectable finger foods and munchies.

INDULGENT SPA

The award-winning Jiva Spa is the place to be for relaxation after a day of hectic sightseeing or hiking. The spa, known for its range of wellness therapies, is great for rejuvenating jangled nerves. Sink into a state of deep relaxation with Vishwama or exfoliate your dead skin cells with Sahupri. Pamper your feet with Parma Mandana or



indulge in a deep nourishing scrub called Sakha. Signature body scrub therapies, such as Vishuddi, Posha and Aksha, and indulgent massage sessions, such as Orja Dayaka and Raithri, are some of the other must-have treatments.

THINGS TO DO

If you want to hit the bright lights, head to the nearby town of Shimla. The enigmatic winter capital of India boasts charming cottages, serene mountains and local handicraft stores. Start your day with a hiking trip to the nearby hills. The Shimla Water Catchment Sanctuary offers a pristine reserve forest, full of rare flora and fauna. After a morning hike, have a hearty meal at the hotel before you head out to the Mall Road for a leisurely late afternoon stroll. Do not forget to check out Lakkar Bazar, which is known for its fascinating array of wooden products.



ARTFELT EXPERIENCES

Le Meridien Gurgaon exhibits stylish chic and invites you to discover distinctive experiences through the prism of art, culture and cuisine

In sync with its multilayered Paris counterpart and showcasing a distinct European vibe, Le Meridien Gurgaon opened on March 1, 2016. The first Le Meridien hotel in Gurgaon, the hotel sprawls across 15 acres of lush green landscape, overlooking the tranquil Aravali Range.

Exuding stylish urban chic, this upscale hotel is conveniently located in the heart of Gurgaon, making it easily accessible and a favoured destination for business and leisure travellers. Expect the unexpected as you immerse yourself in the beauty of Le

Meridien Gurgaon. The hotel helps you discover its distinctive qualities through the prism of art, culture and cuisine. Instead of poster reprints, the hotel showcases great art throughout its premises, thus activating art as a passion point for the brand.

Sanjay Gupta, GM, Le Meridien Gurgaon, is focussed on bringing the Le Meridien brand promise - 'Destination Unlocked' - to life, while he indulges in inspiring guests as they discover Delhi NCR with a new perspective each time they stay at Le Meridien Gurgaon.

ART OF LIVING

Your unique, edifying experience begins as soon as you enter the hotel's Lobby, which displays large-scale artwork in high impact areas, illustrated through Le Meridien's signature scent, sound and use of light. A 24-hour curated soundtrack by French Bossa Nova band Nouvelle Vague enthrals and adds to the sensory experience.

Chief among the art work is Panesh Matiy's "Grace in Duality," which is inspired by the artist's experience in the desert flats of Rajasthan. Reflecting a distinct Rajasthani style of art, Grace in Duality beautifully manifests the coexistence of two contrasting egos in one single art form, bringing to life the essence of heritage with a contemporary twist.

Vishnu Bogania's Tree of Life at the hotel's entrance is installation art at its best, while the chrome installation at the Lobby depicts the transformation from day to night.

A large art wall behind the Reception by PR Darc illustrates natural forces weathering rock shores and land and other smelting art pieces by





various artists clearly augment what it means to be a hotel with great art.

LE MERIDIEN HUB

In keeping with the brand's lobby concept, Le Meridien Gurgaon's Le-Meridien Hub offers communal seating to coffeehouse-style seating, where both guests and locals can connect amidst a creative ambience. The lounge boasts a curated library of books with topics reflecting the cultural aspects of each Le Meridien location.

Longitude Bar showcases a skilled barista who crafts signature coffees. Satisfy your coffee cravings or wine fix at Longitude Bar, that transitions from a coffee place by day to a cocktail bar by eve.

FINE DINING

Lovest Recipe offers the Le Meridien Signature Breakfast selection, comprising traditional cafe classics with a modern twist, plus a sumptuous buffet spread and a modern a la carte menu.

The venue sports a picturesque view of the garden outside the hotel and drawn in natural daylight. The highly popular Italian restaurant, Bella Cucina, blends traditional cooking with modern flavours for a delectable feast. Open every day for lunch and dinner, the restaurant also has three private dining rooms.

“Le Meridien Gurgaon is stylish and chic and helps you discover its distinctive qualities through the prism of art, culture and cuisine”

— Sanjay Gupta, GM, Le Meridien Gurgaon

WELL-APPOINTED ROOMS

The imposing twelve-storeyed Le Meridien Gurgaon provides 265 expansive guest rooms and suites, including 210 Deluxe Rooms, 53 Le Meridien Club Rooms and 32 Suites. The Superior guest rooms measure 30sqm, suites featuring separate living and bedrooms measure 55sqm. Guests booked for club rooms and suites get access to the Le Meridien Club, with exclusive offerings from breakfast to evening cocktails at the club.

MEETINGS & EVENTS

Guests can avail 1600sqm. of total conference space, including a divisible grand ballroom with a 26-ft ceiling height and area of 4207sqft, which opens out to well landscaped lawns with an outdoor wedding pavilion, 2 deluxe boardrooms for 14 per each, with 65-in. LCD TV



and teleconferencing facility. 5 boardrooms for 10 pax each, with 40-in. LCD TV. The banquet area has a separate entrance for guests' convenience and is spread across two levels with varied size halls.

RECREATIONAL FACILITIES

Le Meridien Gurgaon offers recreational services that are designed to captivate guests. Guests can make the most of their stay by relaxing in the hotel's swimming pool, which is operational every day, from sunrise to sunset.

An important component of the recreational facilities of a hotel is its wellness centre, which, in many hotels, has become more primary than the pool.

Whether on vacation or a business trip, get your fitness all together at the hotel's 24-hour operational gym with fitness trainers. Cross the threshold from urban energy

to a tranquil ambience as you visit the hotel's Senses Spa, where earthy colours, wooden floors and furnishings, create a warm and inviting space. As you arrive, you will be welcomed with the refreshing aroma of lavender and soft music. Senses Spa offers state-of-the-art services, including six private spa rooms and treatment rooms for couples. Special treatments include Ayurvedic treatments like Abhyangam and Aromatherapy Massage, Balinese Massage, Deep Tissue Massage, City Massage, Scrub, Swedish Massage, Traditional Thai Massage.

Le Meridien Gurgaon also provides the ultimate beauty experience to make you feel better and look beautiful. A team of professionals will always be at your service to provide you guidance and treatments according to your skin requirements. They also use premium products and the best equipment to ensure quality service.





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HOSPITALITY'S PREFERRED DESTINATION

Creating outstanding luxury travel experiences worldwide, Preferred Hotels & Resorts is committed to a consumer-focussed approach that dwells on impeccable service and the finest amenities

In a world where hotels are turning into generic entities that offer more or less the same kind of hospitality experience, there are a few that stand out because of their unique offerings to guests. They allow independently owned or managed properties under their brand name to create their own identity, perfectly crafted for the segment of the guests they wish to cater to. One such brand is Preferred Hotels & Resorts and leading at the helm are the dynamic Executive Vice President Sourabh Rai and Area Managing Director for South Asia, Middle East and Africa Seema Roy. Speaking to Today's Traveller Coffee Table Book 2019, they share, among other things, their career highlights, work philosophy, innovation in key areas and the future of the brand.

Representing the finest and the most diverse portfolio of independent hotels and resorts, divided across five distinct collections, namely Legend, Lux, Lifestyle, Connect and Residences, the hotel brand allows travellers to craft their experiences, make their own distinctive memories. To help ensure the highest levels of customer satisfaction and safety, Preferred Hotels & Resorts requires that each of its member hotels conform to the Preferred Standards of Excellence – a set of rules and norms that are measured by yearly anonymous on-site inspections carried out by professional third-party experts.



The Imperial New Delhi



DISTINGUISHED DUO

Supervising the operations of the brand in the regions of South & South East Asia, Middle East, Africa and Australasia is Saurabh Rai who, as Executive Vice President, leads business operations with a direct oversight of sales offices in Dubai, New Delhi, Singapore, Cape Town and Sydney with a team of 15 senior executives.

His trusted lieutenant, heading the operations in South Asia, Middle East and Africa is Seema Roy, who is the Area Managing Director for South Asia, Middle East and Africa. Saurabh Rai's long list of achievements, as part of the Preferred family, has been impressive. Rai began his career with Preferred Hotels & Resorts in 2006 as Director of Global Sales and Development for India and the Middle East. He was soon promoted to the position of Regional Director of India in 2009 and gained additional responsibilities upon his subsequent promotion to Regional Director of South

Asia & the Middle East. In April 2014, Rai was appointed Area Managing Director of South Asia and the Middle East and, because of his astute business acumen and strong leadership skills, he achieved a promotion to the position of Executive Vice President, South Asia, Middle East, Africa, and Australasia, in January 2016.

Later that year, he opened the company's new regional headquarters in Dubai, where he is based. During his long tenure with Preferred Hotels & Resorts, Rai has been integral to the brand's development across the region, growing its portfolio in India from two properties to 40+ world-class properties, enhancing its presence across the Middle East, and solidifying key relationships with major partners such as The Leela Palaces, Hotels & Resorts, ITC Hotels, and Palazzo Versace Dubai. As testament to his knowledge of the hospitality industry, strategic insight on market trends and strong relationships with key decision



makers, Rai was ranked among the "Power 100 – Top 100 Most Influential People in the Hospitality Industry" by Hotelier India in 2015, and was included in Travel + Leisure India & South Asia's first-ever Advisor List (A-List) which spotlighted 11 of India's most significant and influential players earlier this year.

MILESTONE ACHIEVEMENTS

Rai speaks animatedly about his early achievements, beginning with turning around Hotel Imperial in New Delhi, which has become a case study since then. Next, he followed up by opening the Preferred office in India in 2009 and creating a benchmark of success in India, which he replicated in Australasia, the Middle East, Southeast Asia and Africa. For Rai, these successes paled in comparison to the sheer joy of working with a team comprising young, dynamic go-getters who helped the company to achieve the moniker of 'The largest independent hotel company in the world.'

Rai ascribes his success to his risk-taking appetite. He maintains, "Success can be viewed as a point of fulfillment or satiation. However, it's the risk-taking appetite that enables one to take a call at a crucial stage in life. This is what I feel sets one apart. When everything is going well and as per plan, one should change the perspective and rock the boat. And, I think this comes from confidence in one's own abilities." His own career has been reflective of this motto. Straight out of Taj Hotel School, he joined Oberoi Center for Learning and Development and later Imperial New Delhi in Sales and, when everything was going fine for him, he moved to a start-up like Preferred, where he went back from Sales to Business Management.

FUTURE PERSPECTIVE

Contributing to the brand's success in equal measure is Seema Roy, who joined the Preferred family in 2010 and has played a key role in amplifying the brand's success in the region. Most recently, Roy served as Director for Marketing for Asia Pacific – a role in which she was responsible for developing and executing the company's marketing and loyalty programmes, forging strong alliances and partnerships in the hotel and providing consultation and support to more than 150 hotel members in the region. Now, as the Area Managing Director for South Asia, Middle East & Africa, she oversees hotel retention and development efforts in the above-mentioned region.

Shedding light on the brand's footprint in South Asia, Seema Roy speaks about the company's incredible growth in South Asia over a period of 17 years, through strategic relationships with prominent Indian hotel groups.

Informs Roy, "2018 was a special milestone for the Preferred brand. As one of the original players in the independent hotel space, our brand was founded 50 years prior with just twelve North American hotels, and so in our 50th year, our biggest achievement to date is our ability to evolve and to continue developing our specialist craft, helping to shape and develop the independent luxury hotel sector, and growing to become the world's largest independent hotel brand with more than 750 hotels in over 85 countries."

Roy sees tremendous growth as the future of the Hospitality Industry in South Asia. "The Hospitality Industry in India has evolved at a rapid pace over the past decade and the key drivers for this growth include improved infrastructure, increased connectivity amongst lesser known and newer destinations, relaxed visa facilities and many other Government initiatives," says Roy.

INNOVATIONS AND BUSINESS PLANS

Preferred Hotels and Resorts has aligned its hotels, resorts and residences based upon the experience they offer,



THE LAKES UDAIPUR



THE LODGE & SPA AT BRUSH CREEK RANCH

allowing travellers to select the property that is in sync with their personal idea of luxury. The brand has focused on bringing together various independent hotels and giving them a platform. Observes Rai, "We are the biggest campaigners for independent, unique and authentic hotels and hotel experiences which are liberal and provide a canvas for imagination and an unbound expression of hospitality. We help in providing a global voice and reach out to independent hotels by connecting them with trade and consumers alike via various B2B and B2C activations. We help them connect with the travel consumer especially through our loyalty programme solution — I Prefer Hotel Rewards program."

GIVING BACK TO SOCIETY

The Preferred GIFTTS programme is reflective of the company's values and commitment to Corporate Social Responsibility. While spending quality time on vacation in Bermuda, at Cambridge Beaches Resort & Spa — a long-standing member of Preferred Hotels & Resorts, the Uebenroth Family, owners of the hotel brand, recognised that the company had achieved a global scope that could support the efforts of member hotels located in markets affected by social, economic, or sustainability issues.

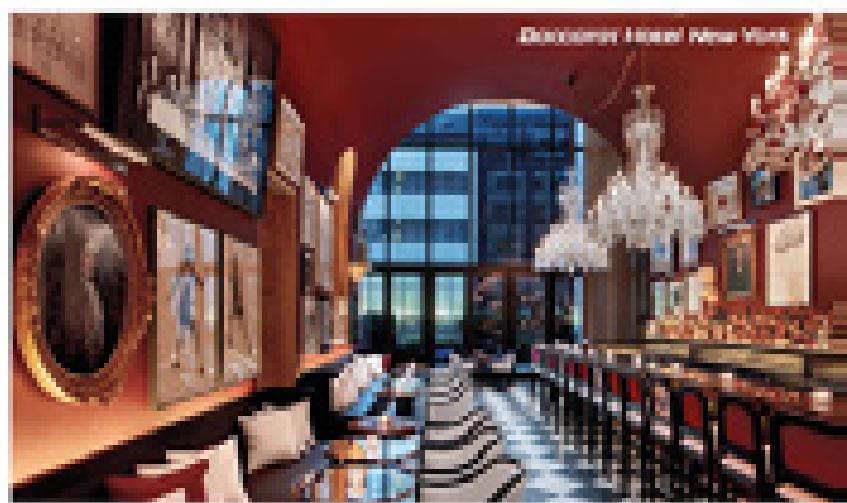
Believing that the positive actions of a few can make a positive impact on many, Preferred created CreateInitiatives for Today's (tomorrow's) Society, or GIFTTS, to recognise exceptional actions on the part of member hotels and employees in the areas of philanthropy, environment, and community. Rai also touches upon the importance of technology and how it plays a key role in expanding the e-distribution network of the hotel brand.

In expansion mode, the brand has recently announced the addition of 19 new member hotels, which include more than seven new openings, to its global portfolio. From oceanfront luxury on the Hawaiian shores to the brand's first-ever hotel in Cambodia, each of these distinctive new

member properties offer tailored and personalised travel experiences across stunning destinations around the globe.

RECOGNITION AND LAURELS

Needless to say, Preferred has found admirers the world over. Outlets swear by their unique range of services and facilities that stand out from the run-of-the-mill hotels in the industry. Recently, the group celebrated the inclusion of 28 member hotels of its global portfolio in the Travel + Leisure's World's Best 2019 Awards, including those that bagged the first two spots in the "Top 100 Hotels in the World" overall. These included The Leela Palace Udaipur and The Lodge & Spa at Brush Creek Ranch, respectively. Earlier, it earned the prestigious distinction of being named the number one "Most Excellent" large hotel chain in the world by TripAdvisor, for its first ever "Most Excellent" awards in 2018. TripAdvisor, the world's favourite hotel ratings site, selected the winners based on which brands have the highest percentage of Certificate of Excellence recipients globally. Interestingly, "More than 100 member hotels within Preferred Hotels & Resorts' global portfolio have been recognised by Condé Nast Traveler's 2019 Readers' Choice Awards."



DIXON'S ALTAIR NEW YORK



A TOUCH OF CLASS

Exuding Nizami hospitality and luxury, Park Hyatt Hyderabad impresses with its easy elegance, avant garde facilities and impeccable service

The word 'luxury' seems to be harpooned and devoured by overuse. It has become synonymous with old-world grandeur, exacting service and over-the-top amenities. However, today, guest expectations seem to be growing and luxury is now defined more by the experience than the products and services offered. It is that certain 'je ne sais quoi' quality that discerning guests expect from their hotel of choice. Park Hyatt Hyderabad, one of Hyderabad's most luxurious 5 Star hotels, complies perfectly with this requisite, with its opulent environment, an unwavering focus on quality and perfectly scripted interactions.

A destination over hotel, Park Hyatt Hyderabad's deliverables are exemplary. Showcasing fine architecture, with luxury woven into its very fabric, the hotel showcases memorable experiences, stunning art, sumptuous suites, a lavish spa, gourmet restaurants and more. Located in the business hub of Banjara Hills, the hotel is well-connected, yet maintains a high level of privacy for long-stay guests.



Making a grand first impression, guests step into an aesthetically vibrant Art Walkway at the lobby level that marks the start of the Park Hyatt experience. One of the city's leading art galleries, Artwalk at Park Hyatt Hyderabad enhances the hotel's inner spaces with its brilliant paintings, sculptures and other Objets d'art. The hotel's impressive art repository includes the works of reputed artists, like B R Flynn, Anuradha Thakur, N Ramachandran, Y Shrivatsamachary, David Sequiera, Udaya Chilukuri, Anamika V, Rama Rao Reddy, and many more.

Designed by the renowned architecture firm John Portman and Associates, Park Hyatt Hyderabad impresses guests with its ambience of easy elegance, impeccable amenities and discreet service. Drawing inspiration from traditional Indian architecture, the hotel's design is conceived around an interior courtyard with tiered gardens, descending into a reflecting pool. The result is a quantum of solace - a tranquil refuge from the urban chaos outside.

The restaurants and rooms are placed around the central area and are arresting, with their impressive columns. The piece de resistance of this space is a lustrous, white abstract sculpture positioned at the end of a pool.

From the walkways on the floors above, guests can catch glimpses of lush greens as they walk by thanks to the terrace gardens maintained on certain floors. Funky Czech chandeliers, dark wood, cream upholstery and Madurai granite complete the chic décor of the hotel, from the lobby into the rooms, while a French artist's abstract paintings lend colour to the sophisticated style quotient.

The upscale hotel's easy elegance runs throughout its 185 guest rooms and 34 suites. Housed on the hotel's topmost two floors are also 41 fully serviced luxury apartments, called The Residence. The nonpareil of luxury, the rooms and apartments feature avant-garde facilities, while the art masterpieces add panache to the décor.

Offering stunning views of the atrium, the terrace gardens and a panoramic view of the city, The Residence is a guest's dream come true. The one, two and three-bedroom apartments are designed using the hotel's innate style fundamental of warm urban chic and are accessed via separate elevators for added privacy.

'Luxury in the details' is the greatest truism anyone who Park Hyatt Hyderabad adheres to. Guests get the feeling that they are known and valued because effort goes into the little things that count - for single





to discerning stayers. The luxury apartments are a home away from home, offering personalised services to create memorable guest experiences.

Fine dining at Park Hyatt Hyderabad is designed to pamper the palate, with its signature restaurants, handcrafted menus, interactive kitchens and selection of premium wines and spirits.

The Formi, the authentic Italian restaurant, dishes up sumptuous Italian fare in an open kitchen. The delectable menu includes antipasti, pasta, pizza, and grilled premium meats using the finest ingredients from the regions of Italy.

The Dining Room, an all-day-dining restaurant with a theatrical open kitchen and elegant setting, serves a la carte dishes, Continental & Indian breakfast, truffle, freshly baked bread, and hand-squeezed fruit juices, as well as lunch and dinner buffets that cover the classics of Indian, Italian and pan-Asian cuisines. Rika redefines the Hyderabad evening experience with its modern Asian dishes under the umbrella of chilies based on their scoville units.

Robust wellness offerings are unusual in a city-centric hotel, but Park Hyatt Hyderabad Spa is an oasis of urban tranquility. The Spa blends the best of Hyderabad's Nizami culture in its wellness offerings, alongside the latest contemporary advancements.

The hotel's crowning jewel is its panoramic infinity pool. Along with cabanas and a pool deck expanding 500sqm, this temperature-controlled pool is the ideal place to relax. A state-of-the-art fitness centre, spread across 105sqm, features the latest in ultra-modern cardiovascular and strength training equipment.

The Business Centre at Park Hyatt Hyderabad Hotel offers state-of-the-art facilities, including fully-equipped workstations, secretarial services, and computer and e-mail access. For special events, a dedicated team oversees all requirements.





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EXCLUSIVITY: THE NEW LUXURY



Sophisticated and chic, Le Meridien New Delhi offers guests an International lifestyle experience that is original, refined, stimulating and engaging

Today, hotels are continually upping the ante for luxury-loving guests to gain the competitive edge. Successful hotel chains credit their success to their customer-centric culture and enhancing guest experience is more important now than it ever has been in the past.

Seamlessly blending art, culture and creativity, Le Meridien New Delhi offers guests an international lifestyle experience by effortlessly combining elegant design with contemporary creature comforts, fine art and superlative service. Experience a tradition of excellence in all its singularly refined and stimulating spaces, from the thematically designed Suites, Lobby, Meeting Rooms, Restaurants, Bars and Saloon, all recreated to represent an aesthetic mélange of high technology and design.

THE METAMORPHOSIS

Treading the refurbishing path in order to enhance and extend its image and reach and in keeping with its vision to offer guests an international lifestyle

experience, Le Meridien New Delhi transformed the Capital's iconic hotel building. All of its 358 guestrooms and inner spaces were renovated and recreated, in sync with avant-garde international standards.

The new style quotient rests on a skilful synthesis of the contemporary and the classic. Designed by the renowned DMA (Bobby Mukherjee & Associates), the design concept is an interesting mix of steel, glass, digital art and pristine white, fashioned to surprise and delight.

Le Meridien's transformation, effected after five painstaking years, was the brainchild of the hotel's Executive Director, Tarun Thakral, known for his perspicacity in the realm of fine taste. Apart

from being a professional hotelier, Thakral is a renowned collector of antiques, vintage cars and other automobile-related memorabilia.

Elaborating on Le Meridien's vision and how it has upheld it over the years, making it the most preferred hotel in the city, Thakral shares, "Le Meridien New Delhi is a design concept based on a combination of the modern and the classic, merging high technology and fashion. We have moved with the times. The stability in our management has helped build teams that are based on trust. Many of our employees have been with us for over a decade, because they have been empowered with a sense of involvement and the freedom to use their creativity to its fullest, so that complete delegation becomes possible. We have collectively met the expectations of the high business level without compromising on the service levels and that, I believe, is the true spirit."

Embark on a voyage of discovery, even as you get your pulse fit right at the remarkably dramatic, all-white lobby; featuring a 10-foot-high glass sculpture. Branded music, lights and aroma will gently pervade your senses every evening as you participate in a signature part of the guest experience. This sensory experience continues seamlessly like a well-composed symphony through the guestrooms and Meeting Rooms, on to the restaurants, bars and spa. Simple and minimalist, the rooms exude contemporary chic and high technology, with bedroom furniture from Italy. The transformation has been accomplished not merely in the product, but also in other areas, as in eau de Monsoon, the contemporary Indian

"Le Meridien New Delhi is a design concept based on a combination of the modern and the classic, merging high technology and fashion."

— Tarun Thakral, Executive Chairman, Le Meridien, New Delhi

restaurant that redefines the fine dining experience. Arrival artwork designed by artist duo Tagra and Thakral, enhances the guest experience by stimulating the mind.

EXEMPLARY EVENT SPACES

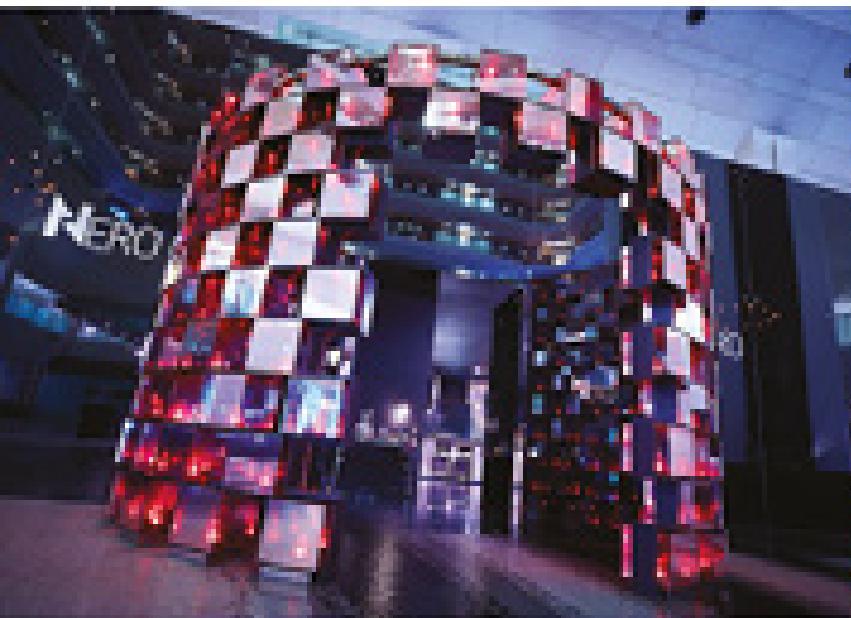
Le Meridien New Delhi is coveted for its unique and stylish spaces for hosting prestigious events and conventions. High-tech and couture design infuses a distinct narrative of the contemporary in the meeting spaces, lending business planners the flexibility to create customised settings. The walls in back walls comprise alabaster stone, glass panes and mood lighting panels, lending a scintillating ambience to the halls; in-built sound and light equipment, light control panels, sky hooks, video walls and zoom-in cameras offer ease of set up and a clutter-free environment.

State-of-the-art meeting spaces house high technology and design. Spread over 30,000sq ft, the largest meeting room accommodates 500 guests in theatre-style setting and 600 guests for a stand-up reception. Indoor and outdoor spaces allow freshness and natural light.

ART FOR HEART'S SAKE

The design fundamental throughout the hotel spaces centres on the aesthetic and functional. Based on the Art & Tech style, it delivers on all accounts and creates a new dimension where art and technology merge in perfect union.

Le Meridien's aim to bring real, individual and meaningful interaction finds expression in the hotel's artwork. A tremendous





validating experience; the hotel's art, right from the Lobby level, reception and restaurants, is set to evoke emotional resonance and a sense of individualism.

Speaking light on the new-gen art innovations and dining concepts that have leveraged Le Méridien New Delhi's positioning as a prime property, Meena Bhata, GM & Vice President, Le Méridien New Delhi, points out, "We believe that product innovation should be an ongoing process. Through its brand lens, Le Méridien offers unique and innovative cultural programmes meant to inspire our guests. We have been evolving with the changing scenario to showcase our leadership amongst the fraternity. We have led from the front and our menu design and services stand tall to support the same."

Bazaar Mantra: A contemporary Indian restaurant, showcasing contemporary settings, stylish new-age designs and furniture. Fountains mimic the rhythm of falling rain on glass walls. A wine library with an able sommelier dispenses a range of wines. A private dining room features an ornate table and intricate gold leaf work on the wall.

Lobby: The pristine all-white lobby, featuring the tall, glass sculpture, was created by Stephen Gromley and Associates from Thailand, while the white flooring is a unique glass marble, Neopelt stone, specially brought from Japan.

Homo sapiens: The Lobby's high impact art by leading contemporary artist duo Rupa and Thakral at the Lobby, sets the tone for the hotel. A projection on the lobby floor, it is a digital canvas, which is a futuristic entity of lifestyle icons that interact with guests by following their footstep.

"Through its brand lens, Le Méridien New Delhi offers unique and innovative cultural programmes meant to inspire our guests.

— Meena Bhata, GM & Vice President, Le Méridien, New Delhi

LM Hub: Crafted with mosaic tiles from Sicis, the polished floor features artwork.

Chamak Path: Commissioned by Sahar Zaman, renowned contemporary artist, this splendid artwork captures the history, culture and essence of the city.

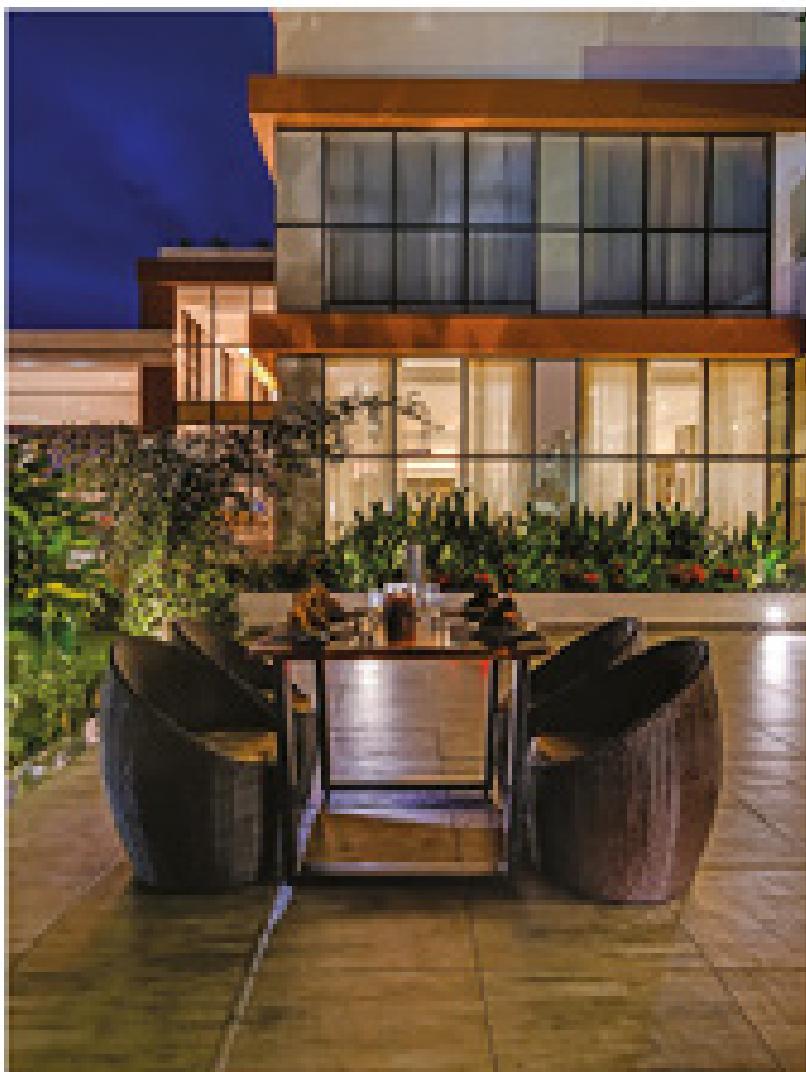
Flow: A sculpture by renowned designer Zaha Hadid is crafted using rotational moulding.

Infinity lighting at Mezz: This installation of lights is a visual delight and an interactive experience in the LM Hub.



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Looking for a quiet urban retreat at the heart of Bengaluru? Look no further than Ramada Bengaluru Yelahanka. Spread over five acres of manicured gardens, this luxurious property comes with 60 lavish rooms, state-of-the-art fitness and meditation centres and free high-speed wireless Internet access. Perfect for weddings and corporate gatherings, this hotel is the preferred choice for all business travellers who settle for nothing but the best.

Ramada Bengaluru Yelahanka

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WATERFRONT SPLENDOUR

Grand Hyatt Kochi Bolgatty
curates unforgettable
experiences in terms of
business and leisure facilities,
wellness and cuisine



Luxury resort overlooking Vembanad Lake



2 bedroom villa with private pool and a plunge pool



Frolic, outdoor poolside@hyatt.com

There is something almost zen-like about a waterfront retreat. Picture this – your morning cup of coffee is in a lake-front room, the balmy summer morning beckons as you take in acute skies and placid waters through your window. Welcome to Grand Hyatt Kochi Bolgatty – the quintessential Shangri-La, which nestles on 26

acres of plush green land on the serene Bolgatty Island, overlooking the backwaters of Vembanad Lake.

LUXURY AND EXCELLENCE

Leisure travel is all about fun and excitement, rest and relaxation. Grand Hyatt Kochi Bolgatty fulfills these requirements completely. One of Kerala's largest hotels,



Flexible meeting spaces or Residence

It impresses with its sophisticated style quotient, which is mirrored in its soothing decor, warm aesthetics and tasteful elegance. Perfectly located, the resort has a timeless appeal and promises unforgettable moments for both business and leisure travellers.

Soak in the tropical sun in the resort's stunning outdoor swimming pool, surrounded by lush gardens overlooking Kochi's serene backwaters. Enjoy a cocktail, read a book or relax at the pool bar. Kids can splash around in the kiddie pool and water slides. While guests attend conferences and conventions, their spouses and kids can indulge in the hotel's myriad leisure activities, like Playzone, which has dedicated

recreation managers and themed day activities for all.

Enjoy a rejuvenating experience at the resort's 10,000-sqm spa, Santosa, which offers both modern-wellness and traditional Ayurvedic treatments. Their signature series is a blend of both Western and Indian therapies, delivering well-being through the integration of physical, emotional, mental and spiritual health. Spice symphony is a curated blend of oil, prepared in-house using the best Indian spices, or the Arabian Sea salt ritual, which exfoliates and stimulates.

An extraordinary culinary experience awaits, as you sample authentic recipes in Malabar cafe, the Keralan-themed restaurant; Bangkok street food at Thai Soul, the casual poolside dining space; and European dishes layered with local ingredients at Colony Clubhouse and Ora. Try the spice-infused cocktails at the rooftop bar, and watch the sunset over the Vembanad Lake.

BEST FOR MICE

It's a cinch for business travellers – whether it's for a conference or a group meeting. Grand Hyatt Kochi Bolgatty facilitates everyone. Expansive ballrooms and meeting spaces offer grand experiences in 10,000sqft of indoor and outdoor meeting spaces and small residential-style meeting rooms. The Lulu Bolgatty International



Lulu Bolgatty International Convention Centre



Presidential Suite

Convention Centre offers various small and large meeting rooms – ideal for exhibitions, wedding receptions and dinners. Exemplary accommodation complements the meeting spaces. The resort houses 264 guestrooms, including 30 expansive suites and 4 extravagant villas with private access and a plunge pool. All this comes with spectacular garden and lake views, making for pleasurable stays for business and leisure travellers.

The superior category Grand Executive Suite offers a king-size bed, large living area, dining room, walk-in wardrobe, private balcony and panoramic views of Vembanad Lake.

The Grand Terrace Suite is sophisticated and modern, with a king-size bed, large living area, walk-in wardrobe, private terrace and splendid views.

The exclusive Presidential Suite redefines luxury, with two bedrooms, walk-in wardrobes, entertainment area, a kitchenette, private balcony and unparalleled views of the backwaters. The luxurious Villa houses three bedrooms, a spacious living room and a private kitchen to comfortably accommodate a family of six and an attendant.

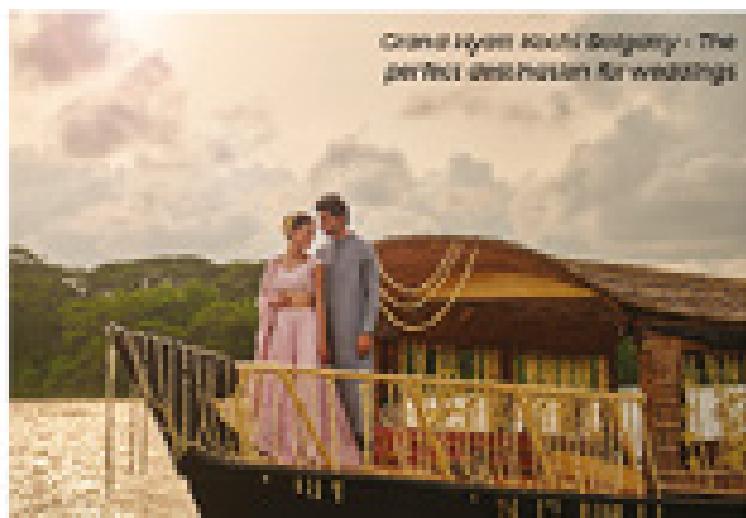
After a hectic meeting schedule, guests can unwind on a 100-feet-long houseboat with two bedrooms and two living spaces, cruise the lake or go trekking in the nearby hills. The hotel also curates destination experiences for guests. Take a tour to discover Kerala's country life or explore Kumbalangi, India's first eco-friendly Tourist Village, or visit Athirappilly Falls – the perfect getaway from the urban jungle.

GRAND SPACES

Today, everyone from large multinationals to small enterprises has embraced conferences and events as part of their marketing/investment strategies. Choosing the right venue is crucial for large events.

Grand Hyatt Kochi Bolgatty has the facilities to host both small and large format conventions. Easy airport access and direct flight connectivity make it conducive to hold conventions at the adjoining – Lulu Bolgatty International Convention Centre. The Liva ballroom features 2,400sqm of flexible space, with a pre-function area of 875sqm. The venue also offers two separate green rooms, a bridal suite and VIP meeting rooms. Liva is the perfect choice for events hosting 2,000 – 5,000 guests, including opulent weddings, theatre-style presentations and classy cocktail receptions. Three boat jetties and helipads make the Convention Centre accessible through waterways or airways.

Leisure activities for guests include art performances, snake boat races for groups, heritage walks and visits to historic landmarks. For guests travelling with family, there are relaxing spa therapies at Santosa, while the kids can have a blast at Playzone.



Grand Hyatt Kochi Bolgatty: The perfect destination for weddings.

SICIS O'CLOCK



The greatest luxury is time

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The background consists of a dense, overlapping pattern of numerous triangles. These triangles are primarily colored in shades of pink, purple, and blue, creating a vibrant and dynamic visual texture. The lighting is soft, with highlights and shadows on the edges of the triangles, giving them a three-dimensional appearance and depth.

SUPREME
INDULGENCE



WHERE BUSINESS MEETS PLEASURE

Showcasing luxury, expansive dining outlets and ergonomically designed rooms, Crowne Plaza Greater Noida is a preferred hotel brand for business, events and celebrations

Business hotels are no longer tedious affairs that get their ranking from being conveniently located to business centres, offer free Wi-Fi and coffee makers in rooms. The best of them are luxurious, have extensive meeting spaces and personalised experiences that add up to a memorable sojourn.

Crowne Plaza Greater Noida belongs to this category of business hotels, with its contemporary vibe, multiple dining

outlets and expansive banqueting venues along with a standalone convention centre.

Located at the heart of Greater Noida, the business hub of Delhi-NCR, Crowne Plaza Greater Noida is the perfect venue for business meetings, events, celebrations and weekend getaways. Luxurious and with a stunning decor, the hotel is the largest Crowne Plaza property in South West Asia. Replete with the choicest dining options and expansive banqueting facilities, the hotel is the preferred one-stop destination for holding parties, events, conferences and meetings. Ideally located in Delhi-NCR, the hotel is just an hour's drive from the New Delhi International Airport and is close to all the major cities of the region, including Delhi, Gurugram, Faridabad and Agra.



In spite of its vibrant location in the heart of a business hub, the hotel gives you enough pause to relax and unwind. Dotted with tranquil water bodies, the property features an on-site spa and salon and a serene outdoor pool. And, if you have insomnia, dispel your fears. The hotel boasts 330 ergonomically designed rooms that ensure perfect snooze time, plus all the mod cons to make your stay comfortable. The hotel's slew of culinary options will leave you satisfied and coming back for more. However, Crowne Plaza Greater Noida's crowning jewel is the versatile meeting space with indoor and outdoor options that can easily accommodate up to 3000 guests.

SPLENDID LOCATION

Located in Greater Noida, the business town of Delhi-NCR, the 5-star hotel is well-connected to Noida and is just 90 minutes away from the New Delhi International Airport and two hours away from Agra via the world-class Yamuna Expressway. The hotel is also located within close proximity to the largest convention centre of Delhi-NCR, India Expo Mart, and the Formula track of Buddh International Circuit.

LUXE FACTOR

The urbane and chic facade of the hotel beckons discerning travellers. The hotel's inner spaces spell luxury and a soothing ambience. The swimming pool, located

at 2nd floor level, is ideal for a refreshing dip during summer or for sun-soaked afternoons during winter. Separate changing rooms for males and females are also available. Courteous staff treat guests with traditional Indian hospitality, whether it's to do with serving scrumptious food or organising a perfect event.

FITNESS & WELLNESS

Maintaining your routine while traveling is important, especially when you're short on time and on the go. Crowne Plaza Greater Noida gets it right, with its fully equipped gymnasium, so guests can opt for a suitable workout regime to stay energised and fit.

WELL-APPOINTED ROOMS

The hotel boasts 330 ergonomically designed rooms, including suites



and apartments. In-room facilities include 40-inch TV screens, Wi-Fi connectivity, direct dial telephone, mini bar, tea/coffee maker, bath tub, hair dryer, a spacious work desk and BOSE speakers with in-built radio and digital alarm clocks. For tired business travellers, the rooms come with a sleep advantage programme. The luxurious bed with a plush duvet and pillows is perfect for a good night's sleep. Designated quiet zone rooms ensure that guests can get the maximum silence for rest and rejuvenation. Families and groups are accommodated at a different portion of the hotel, so that business guests can enjoy an undisturbed sleep. Finally, guaranteed wake-up calls mean that you can forget the anxieties associated with oversleeping.

DELECTABLE FOOD

The hotel offers a variety of multi-cuisine options, ranging from European delights to Asian cuisine including Korean and Japanese delicacies. Mosaic, the all-day-long dining

restaurant, is open for breakfast, lunch and dinner. Apart from that, guests can also enjoy an elaborate buffet spread on Sundays. The Belgian Beer Cafe, is the hotel's watering hole, where one can enjoy a sundowner after a hard day's work. Apart from some great beer, one can also enjoy house specialties such as Belgian fries and Belgian beer-battered fish. Visit Chao Beta, famous for its Italian and Chinese cuisines. This classic casual dining restaurant serves delicious dim sum, pizza, pasta and desserts.

WORLD-CLASS MICE FACILITIES

For business meetings or events, the hotel showcases a dedicated Crowne Meetings team to ensure successful and memorable experiences. The hotel has some of the most versatile meeting spaces with attractive choices of indoor and outdoor venues that can accommodate anywhere between 30 and 3000 guests, making them ideal for organising conferences, corporate meetings, team off-sites, weddings and other social events.

Guests can enjoy 24-hour Business Centre services and 24-hour in-room dining services at the hotel. The Club Lounge offers personalised services and a host of club privileges. Leisure facilities include an outdoor swimming pool, an on-site luxurious Spa & Salon, which specialises in Western and Asian therapies, especially Ayurveda treatments that beckon guests with the promise of relaxation and rejuvenation.

WEEKEND STAYCATION

Enjoy a family getaway and make time for a weekend Staycation at Crowne Plaza Greater Noida. Enjoy a luxurious getaway with sumptuous dining and leisure options.

SUBLIME URBAN RETREAT

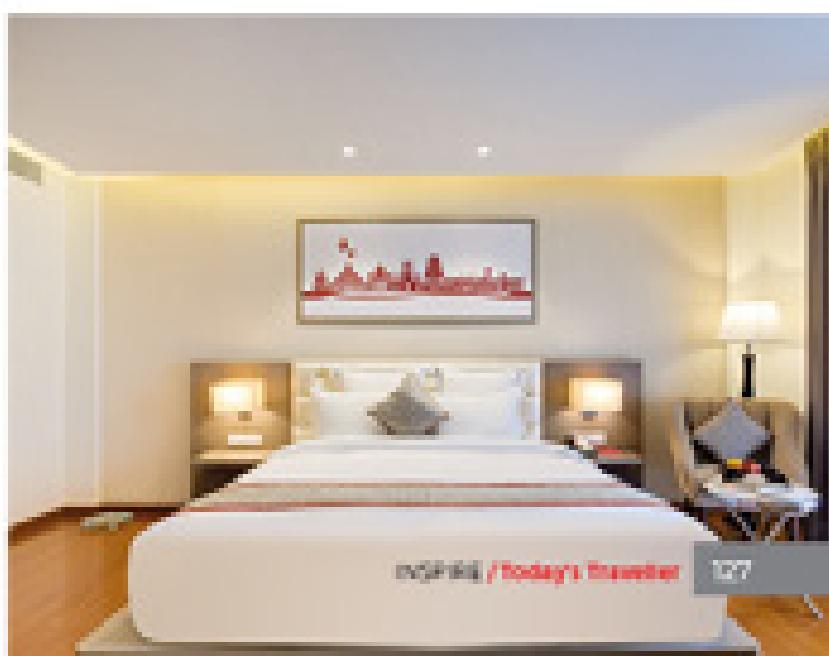
Best for MICE and leisure, Ramada by Wyndham Bengaluru Yelahanka pulls all the stops when it comes to providing customised experiences for guests, organising events and providing impeccable amenities

Travellers on hectic business trips are increasingly looking for quiet retreats, where they can relax and unwind for a few days after doing rounds of intense business meetings. While having a central location at the heart of the city is surely an added bonus, resort-like features, such as luxury spas, gourmet eating options, outdoor pools and state-of-the-art wellness centres are features that discerning travellers seek.

In the start-up capital of India, Bengaluru, lies Ramada by Wyndham Bengaluru Yelahanka, a welcoming retreat that gives a traveller the convenience of a centralised location but with the seclusion of a retreat. The hotel is owned by The Sri Leela (TSL) Hospitality under a franchise agreement with Wyndham Hotels and Resorts, one of the largest hotel chains in the world, focussing on hospitality and travel investments. Today's Traveller Coffee Table Book 2019, Inspire, caught up with Dr. Mahesh ND, CEO of TSL Hospitality and owner of Ramada by Wyndham Bengaluru Yelahanka, who spoke passionately about the hotel and his role in the business growth and expansion.

EXPONENTIAL GROWTH

The TSL Hospitality has a rapidly expanding business portfolio by adding international branded hotels in southern states of India. Established in 2001, the privately owned business house with experts and support teams and a powerful clientele of over 300+ companies in leveraging its knowledge, leadership, and operations to add value





value for its stakeholders and investors, the company has emerged victorious as a determined corporate body. With the growing business interests in Construction, Hospitality and Integrated Travel Management, TSL Hospitality's constant endeavour is to innovate, keeping in mind the needs of the guests.

The main concentration of the business is expanding the outbound travel business in Asia. The hotel is also known for curating customized wedding and MICE packages for its guests. From creating mouth-watering delicacies to meticulous organisation to preparing the list, the hotel's efficient staff members who take care of each aspect, so that you are able to concentrate on entertaining the guests.

MICE RETREAT

Speaking animatedly about this wonderful property, Ar. Mahesh HR says that it is renowned for creating wonderful events, including MICE, pre-wedding and wedding celebrations, corporate meetings, social gatherings, product launches, etc. The welcoming resort is spread over five acres of landscaped gardens, with wide walking and jogging tracks and ample space for events and social get-togethers. The convenient location of the property means that you are never far away from the major attractions of the city, namely, the Bangalore International Airport, Lalbagh Botanical Garden, the Bangalore Palace, among others. Techies, business executives, entrepreneurs, who are in the city for work, can spend quality time at the hotel to feel refreshed and rejuvenated.

With 180 brilliantly designed rooms and suites, the property is the ideal destination for guests who are looking forward to having a memorable time in the city. The peaceful ambience of the hotel premises, the verdant greenery that surrounds the property and the luxury amenities offered are some of the highlights of the hotel.

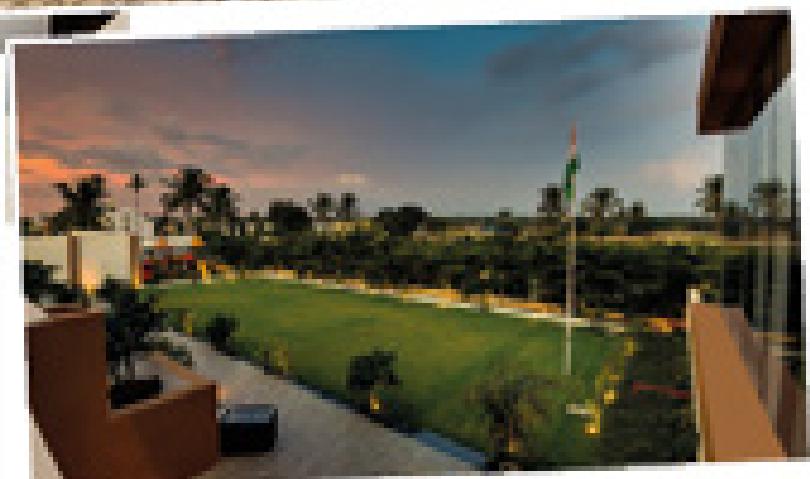
LUXURY PAR EXCELLENCE

The hotel rooms are a perfect blend of traditional hospitality and modern amenities. They come in four convenient categories, such as Club Room, Club Premium Room, Signature Room and Suite. With plentiful dining options, Ramaika by Wyndham Bengaluru Yelahanka is a gourmand's delight. The gastronomic delights prepared by the culinary experts of the hotel cater to the taste and preference of even the most demanding guests. The multi-cuisine B&B restaurant offers lavish buffets and sumptuous dinners. B&B is a one-stop destination for finger foods, snacks, baked goods and hot and cold beverages.

Ramaika/Wyndham Bengaluru Yelahanka also offers an abundance of leisure activities for business travellers. Allow expert masseurs to take away your exhaustion and stress by pampering yourself to a relaxing massage or a wellness treatment. The swimming pool is also the perfect place to relax and unwind. Order a cocktail and watch the sunset at a distance, as you sip a delicious concoction prepared by the hotel's mixologist.

The hotel provides ample opportunities to keep your mind and body fit. The state-of-the-art fitness centre helps you stay healthy, while the unique meditation centre helps you to de-clutter your mind. The hotel is reputed for organising gala dinners, social soirees and business meetings that often become the talk of the town. With seven spacious venues and an expert team of event organisers and marketers, the hotel leaves no stone unturned when it comes to planning or executing a big social or corporate event.





FUTURE PLANS

While Ramada by Wyndham Bengaluru Yelahanka is the flagship property of TSL Hospitality, the company has embarked on a journey of expanding its footprints and replicating the success of its Bengaluru property. Apart from hotels, the company is also concentrating on

several other travel and hospitality products, many of which have received considerable success. Speaking about the expanding business of the company, Ar. Mahesh Ril shares, "We had begun our journey with Ramada by Wyndham Bengaluru Yelahanka, which is a 5-star hotel and since then have not looked back. We have inaugurated a total of three hotels in five years and two convention centres. We are looking forward to joining hands with international hospitality. We have already begun our journey with Wyndham and are already in talks with other hotel brands. We have put forward a target of inaugurating 10 hotels within a span of 10 years. Marriott and IHG are the two brands that are soon going to be associated with us. We believe

that hotels should be self-sustainable, making us more responsible towards society by insuring that luxury meets social responsibility."

CORPORATE RESPONSIBILITY

The brand is centred on sustainability, so all the hotels are solar-powered. Judicious use is made of recycled water, while at least 25 per cent of the food served to guests comes straight from the farms, where nature friendly, organic farming methods are followed.

Ar. Mahesh Ril affirms that the Group is in expansion mode. "After Bangalore, we are planning to expand our hotels in cities such as Mysore, Mangalore, Tirupati, and Hyderabad. Besides this, we are also focussing on pilgrimage centres and business cities, which are frequently visited by travellers."



SPLENDID RETREAT



Natural abundance, a serendipitous beach vibe and state-of-the-art facilities make Radisson Blu Resort & Spa - Alibaug best for business and pleasure

A beach playground for India's rich and famous, Alibaug, the picturesque coastal town of western India, offers the perfect weekend retreat for jet setters. Pristine beaches and old monuments of a bygone era are just some of the attractions that beckon travellers to this place. The crown jewel of the town is Radisson Blu Resort & Spa - Alibaug - a ritzy holiday resort, spread over 16 acres of lush green lawns and water bodies.

The Sri Lankan-Balinese-inspired archi-



Theature of the property exudes sheer luxury, while the 156 lavishly decorated rooms with state-of-the-art amenities and features make for a comfortable stay. The property is perfect for those looking for professional engagements and social gatherings. Luxurious facilities and impeccable service make sure that you extend your business trip for a couple-of-days of rejuvenation.

LOCATION

Ideally located on the banks of the Vetal Lake and the majestic Sahyadri Mountains, the resort can be easily reached after a 110-km drive via the Mumbai-Goa highway or an exhilarating 45-minute catamaran drive from the Gateway of India.

ROOMS

Radisson Blu Resort & Spa - Alibaug boasts 106 rooms, suites and villas divided into as many as seven categories. Tailor-made to perfection, the rooms feature free high-speed Wi-Fi facility, balconies with stunning views of the surrounding environs, and shower cubicles with rainfall showerheads. For business travellers, there are executive suites that feature plush king-size beds and spacious living areas, executive spa villas that are located at a stone's throw from the hotel spa and the Presidential Suite with top-floor views, in-room dining facilities and private terrace and Jacuzzi.

FOOD AND DRINKS

Unmatched luxury and unparalleled finesse continue in the plentiful F&B options of the hotel. Start your day with a hearty breakfast at Aparanta, the hotel's all-day dining restaurant that is known for its delectable Mediterranean, Oriental, Indian and Continental cuisines. Dig into grilled scampi or finish off your meal with sweet treats like grilled lemon tart or dark chocolate mousse. Rustic flavours of Karwar and Raigad come to life at Kokum & Spice, the hotel's coastal specialty restaurant. After a busy day at a meeting or conference, sample a plate of the pungent Malvani Komboi Masala or a glass of lip-smacking authentic solkai. If you're too tired to leave the comfort of



your room or villa, there is always in-room dining facility to count on for a sumptuous repast. From Chicken Paprikash to Greek Salad, from home-style Chicken Curry to Filet Mignon, you can always count on the hotel's friendly staff for enjoying gourmet meals with a selection of wines, champagnes and cocktails. The best part is that in-room services are available throughout the day.

There are as many as three bars in the property, where you can enjoy your favourite malts, brews and spirits. Absinthe lovers might prefer the cosy surroundings of Lounge Bar, overlooking the pool, where they can enjoy drinks with a wide array of quick bites. Drown in the dulcet notes of Piano Bar, where a live pianist will play your favourite tunes as you slip into the plush, upholstered sofas with a glass of matured bourbon or single malt. A far cry from the tranquil surroundings of Piano Bar is the lively Razz Ma Razz, where DJs play live music. Here, you can let your hair down

after a day of hectic business negotiations and meetings. Test your singing skills at the karaoke station or shake a leg to the groovy beats of the DJ.

SERVICES

Relax your senses and rejuvenate your soul at the Essence Spa. Perfect for business travellers and high-fliers, this 20,000-sqft. spa, with seven treatment rooms, offers a range of relaxing massages, pedicure and manicure sessions and beauty treatments.

Burn those extra calories at the hotel's state-of-the-art gym, which comes with sophisticated cardio equipment and free weights. If you wish to catch up on your reading, then head to the library and browse the resort's enviable collection of books on music, art, culture, astronomy and other popular subjects.

MEETINGS AND EVENTS

With more than 5,600sqft. of combined indoor meeting space, Radisson Blu Resort & Spa - Alibaug is the perfect place for social gatherings and professional engagements, be it a product launch, an annual general meeting or an elegant wedding reception.



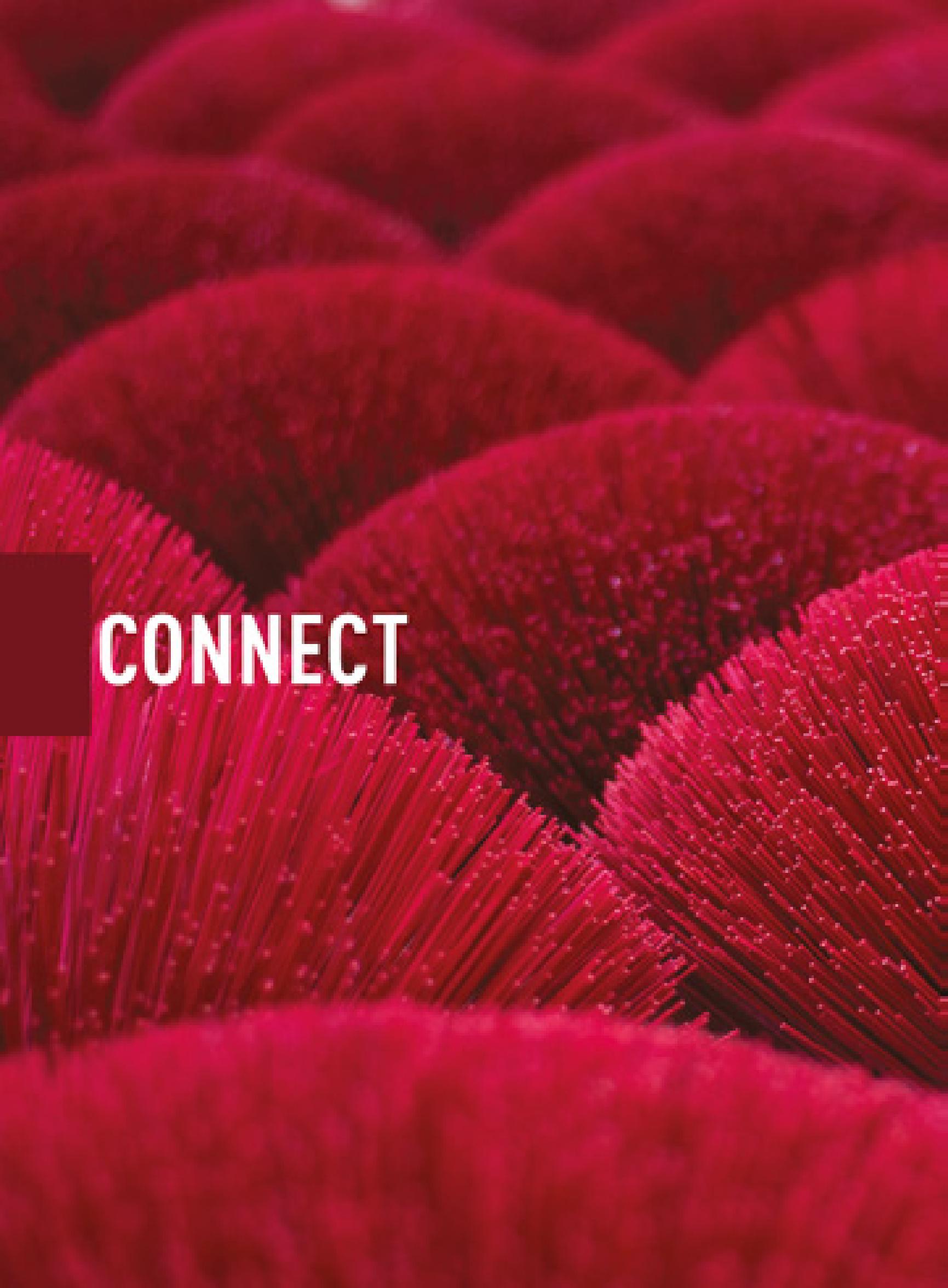
The hotel's Grand Pinnacle Room covers an area of 3,082sqft. of meeting space, which can be divided into three separate meeting spaces.

The pre-function area includes a buffet display and a beverage bar, serving delicious snacks, breakfast items and cocktails. Additionally, built-in speaker systems, temperature and light control systems, high-speed wireless Internet, latest audio-visual technology and a dedicated event team make Radisson Blu Resort & Spa - Alibaug the perfect place to conduct your business.

SPEED REIMAGINED

For those who love speed, French automobile giant Bugatti has tweaked its hypercar, Chiron, and introduced a track-friendly sport variant. The car boasts a 7993cc, quad-turbocharged W16 engine, which is capable of producing 1479 horsepower. Chiron Sport records a better circuit timing compared to its regular counterpart, thanks to the stiffer suspension and lighter weight. (But it produces identical top speed and initial acceleration.) The latest variant of the Bugatti Chiron is surely going to turn many heads and be a star on the roads.





CONNECT





CYGNETT-URE PERFORMANCE

Offering value-added experiences, unmatched service and a relaxed ambience, Cygnett Hotels & Resorts is favoured by discerning travellers

In order to gain a competitive edge in the Hospitality industry, hotel chains must recognise some factors, namely, provide personalised services, continuously developing the brand through signature experiences and innovate. Comfort and consistency are essential requisites – guests must not feel intimidated, but find solace and relaxation in a space that most resembles home.

Established in 2012, Cygnett Hotels & Resorts most adheres to these requirements. A brand with a steadily expansive portfolio, its main focus has been on its deliverables, namely, value and experiences.

PAN-INDIA PRESENCE

By setting high standards of excellence in terms of hospitality and guests' preferences, the brand's reach is extensive – from Jamshedpur to Dibrugarh, Lucknow to Visakhapatnam

and to remote destinations, such as Itanagar, Gangtok, Manali and Tawang.

Consider this: Cygnett has 100+ keys in 20 operational hotels via 35 alliances. It is also connected with more than 600,000 travel agents.



globally. In keeping up with its rapid rate of expansion, another 15 hotels are on the anvil and are expected to welcome guests soon. The Group's target is to have 30 operational hotels by the end of this fiscal year.

Shashi Sarbendra Sarkar, Founder & Managing Director, Cygnett Hotels & Resorts, "Cygnett is on a steady growth trajectory and we are opening 2-3 new hotels in double-digits every year. This year, we are planning to operate 35+ hotels in India and are planning to venture into international waters as well."

THE CYGNETT FAMILY

The Cygnett Group's repertoire is wide and is spread across various sectors of hospitality, including the full-service, up-scale Cygnett Plaza; the full-service, mid-scale Cygnett Park; the full-service, upscale and midscale, Cygnets Resorts, aimed at leisure travellers; condominium hotels / service apartments under Cygnett Residences and the select service, budget Cygnett Inn. There are also 'franchise' offerings under the Cygnett Lite and Cygnets Style brands. The leitmotif that runs across these disparate brands and binds them together is its tagline, 'Versatile Offerings. Great Prices. Cygnature Experience.'



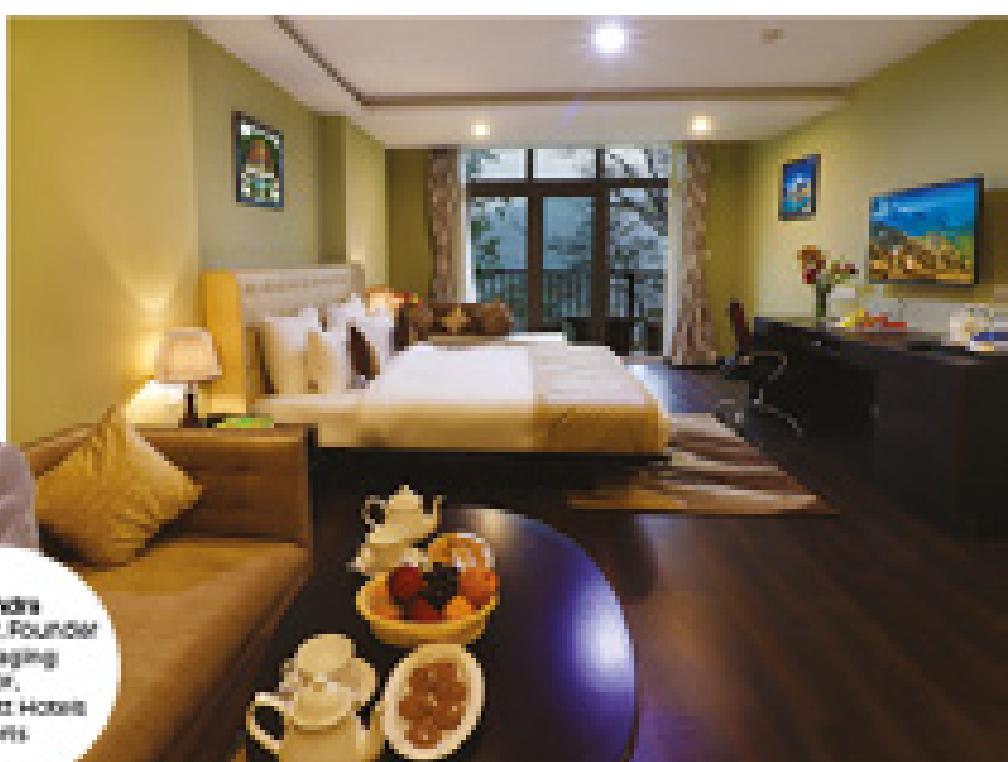
The Cygnett experience works seamlessly across all facets in its hotels - from the warm ambience of the hotel premises to the premium quality and comfort of the rooms, the discreet attentiveness of its dedicated staff, the exceptional offerings of its restaurants, and most of all, its ability to provide memorable experiences with every visit.

In sync with today's rapidly evolving times, the Cygnett Group has leveraged technology as a core enabler for delivering on guest experiences. Foremost in its technology engine is CygnettCX, comprising several inter-meshed components, including an information rich and user-friendly website, web-indirect, CRS, revenue management, distribution system, CDR and the cloud Central Reservations System (CRS), to understand and deliver a personalised hospitality experience to every single customer. CygnettCX also aids in exploring, booking a space, checking-in, requesting for amenities and ordering food. It even remembers guests' preferred choices.

Explains Sarkar, whose expertise spans decades, "A Cygnett guest



**Sarbendra
Sarkar, Founder
& Managing
Director,
Cygnett Hotels
& Resorts.**



is one looking for maximum services at moderate prices. Since we operate in a multi-brand portfolio and have hotels in multiple destinations, our customer segment is a blend of corporate and leisure travellers. We also cater to guests from international markets and have strong business relationships with many multinational companies."

GREAT EXPECTATIONS

Cygnett has ambitious expansion plans. By 2022, the Group aims to add 5000+ rooms, actively working to open over 100 hotels across 75 cities in India and South Asia within the next five years.

Sarkar's expansion plans in a slew of leisure destinations in metro and urban cities will help grow the Cygnett Resort, Cygnett Park, and Cygnett Inn brands.

Sarkar's future predictions are bullish for the Hospitality industry in India. "With the rise of the middle class and disposable income, customer demands are changing. For the value-driven volume customer, seeking a full-service hotel continues to drive the growth in mid-scale space. It is leaving the economy segment far behind, which is yet to fully find its footing in the Indian market. In addition, guests are looking for experiences. We certainly focus

on such customers. Looking at the trends in hospitality and tourism, Cygnett will enter the boutique luxury segment as well."

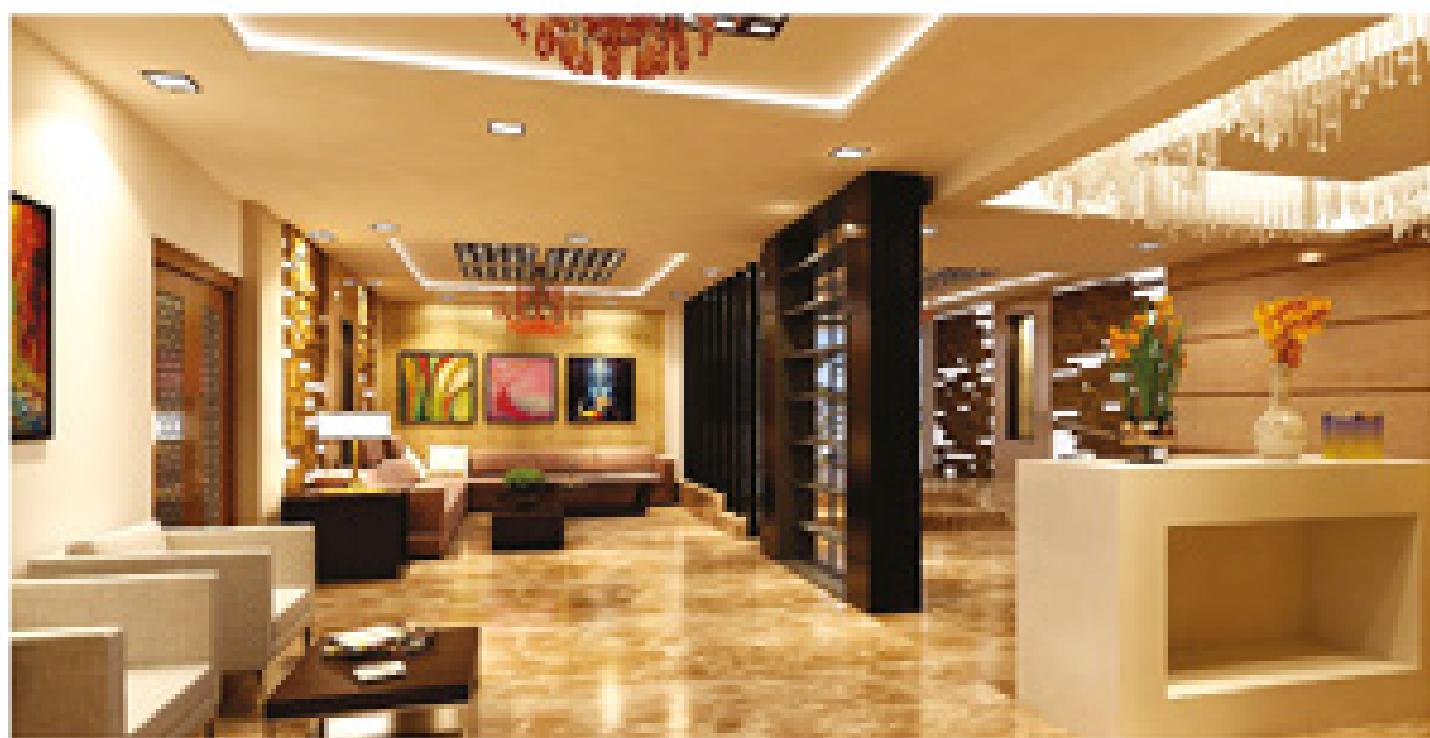
Sarkar points out that the evolving mindset of Indian travellers for quality service rather than unbranded, low-service accommodations has opened up vast choices. Whether it's a travelling executive looking for basic comfort and amenities, or a corporate businessman, who wishes to host a conference in an upscale hotel with a business centre with event-grade facilities, or a family needing a reliable budget space just for a vacation, or organising a wedding, or relocating executives needing economical fully-serviced spaces for an extended duration – Cygnett provides stellar spaces bearing the trademark 'Cygnetsure' experience.

Sarkar is confident that hospitality categories such as homestays will not impact the niche space Cygnett operates in. "We bifurcate with them by offering full-service hotels as compared to B&B concepts. Cygnett will continue to grow while delivering high value to our guests and clients," he explains.

Sarkar believes that unlike companies that focus on technology alone, Cygnett's forte is its impeccable service. "Despite the fact that our USP is technology, the core will always be warmth of service and the true 'Cygnette' experience. We have specially designed services to cater to this niche segment of the audience with our Cygnett Lite and Cygnett Express brand. Here, we lay emphasis on budget accommodation, without compromising on service quality," elaborates Sarkar.

Plans are afoot to develop and own state-of-the-art next gen technology domains, as well as bridging new communities and empowering current ones. Says Sarkar, "The Group is also working on a skill development programme to help develop skills and generate employment for those who have a will to learn..."

Cummering many accolades and focussing on its deliverables towards its stakeholders, guests and partners, Cygnett is poised to take a giant leap forward with its mission to 'Improve, Innovate and Expand.'





GO FAR WITH FORTUNE

Fortune Hotels is a premium, full-service business hotel chain that has grown exponentially without compromising on its exceptional quality and service.

Established hotel chains are generally characterised by their superlative service, outstanding ambience, and impeccable facilities. Maintaining equilibrium in terms of quality becomes a challenge and consistent excellence can be found only in a handful of hotels. Fortune Hotels best exemplifies a brand that delivers on consistency of quality, service and experience across all its properties.

Since its inception, the Fortune brand of hotels continues to leverage on its expansion mode without

compromising on its quality and impeccable service levels. One of the fastest growing hotel chains in the country, the brand is operating 47 hotels presently.

'While providing business and leisure travellers a comfortable sojourn, it has won accolades for being the Best Upscale Hotel Chain.'

A favoured choice of young millennial and leisure travellers, Fortune Hotels ticks all the boxes in providing the best in terms of business and leisure facilities. Fortune Hotels' mantra is to provide quality accommodation at affordable rates. The brand's tag line, 'Let Fortune Take

'You Places', ensures that leisure travellers are offered a wide choice of destinations and accommodation.

A wholly-owned subsidiary of ITC Ltd, Fortune Park Hotels Ltd caters to the mid-market to upscale segment in business and leisure destinations. Today, the Fortune brand, synonymous with exceptional service, is ubiquitous across the country. Operating through four clearly defined sub-brands namely, Fortune Select, Fortune Park, Fortune Inn and Fortune Resort, the chain has made its mark extensively in capitals of states and big and small metros to bustling business towns.

The brand's success rests on its strategy of competitive pricing and full-service without compromising on quality. Additionally, its appeal lies in convenient locations, stylish rooms, excellent cuisine, impeccable service and state-of-the-art facilities.

Fortune brand draws its strength from the proud lineage of ITC Hotels and favours a holistic approach to development. Set up in major towns, each hotel is created to suit the business needs of a particular environment and is a perfect ergonomic fit.

Recently, Fortune Hotels has added three new hotels to its repertoire - Fortune Select Forest Hill, Manali, near Kasauli; Fortune Avenue, Jalandhar; and Fortune Select Cedar Trail, Mashobra, Shimla.

FORTUNE SELECT FOREST HILL, MANALI

NEAR KASAULI

Nestled above pine trees, the fairytale Fortune Select Forest Hill is located in Solan Valley and is 35km from Chandigarh. The expansive guest rooms are impressive and offer sweeping mountain views.

Breathe in the fresh air as you enjoy à la carte breakfasts, drinks and snacks outdoors. Dive into the infinity pool and take in the scenic splendour as your kids have fun in the kids' pool.

Pamper your palate in the three signature food and beverage destinations - Zodiac, the all-day dining restaurant, Neptune Bar and Lounge and Fortune Deli.

Recreational activities include trekking, cookery classes, sunset hikes, bonfire and more to keep guests engaged. Other in-house facilities on offer are pool table, football, table tennis, lawn croquet set, board games and more.

With its scenic landscape and sophisticated setting, Fortune Select Forest Hill is ideal for corporate gatherings, milestone celebrations and spectacular events. The grand and spacious ballroom, embellished with ornate chandeliers and rich decor, can house up to 250 guests and cater to spectacular destination weddings.

FORTUNE SELECT CEDAR TRAIL,

MASHOBRA, SHIMLA

A lush green expanse, Mashobra is unspoilt and offers a liberating experience with its alluring sanctuaries, nature treks, apple orchards, gurgling streams and adventure activities. Also known as the Queen Shivalik, Mashobra is





ideal for family holidays, solo trips, honeymoons and corporate events. A paradise for adventure junkies, it offers



rafting, paragliding, rock climbing, trekking, rappelling, quad biking, zip-lining and more.

At an altitude of 2100m above sea level and 35km from Shimla Airport, Fortune Select Cedar Trail is located amidst lush oak, cedar and pine trees, with sweeping views of the majestic Himalayas. The hotel features floor-to-ceiling windows for natural light and offers guests unparalleled views of the pristine mountain.

The hotel offers 47 operational rooms and 16 family suites with balconies and terraces. Large bay windows in the rooms let in natural light, while the private balconies ensure that guests can avail the pure mountain air.

Fine dining options include Zodia, the all-day dining restaurant with a large private terrace overlooking the majestic mountains and Neptune, bar and lounge. Spanning two floors, the hotel's meeting and event space houses up to 300 guests and is perfect for corporate events, meets and destination weddings.



Fortune Avenue, Jalandhar

Located in a prime area of Jalandhar, Fortune Avenue is within close proximity to the shopping districts, religious spaces, IDOT bus stand and railway station. The hotel offers 51 exquisite guest rooms with a hint of contemporary architecture, vibrant colour and eclectic decor mixes. There are three signature Food & Beverage venues – Orchid, an all-day dining restaurant, Neptune bar and lounge, and Fortune Deli. The hotel is Jalandhar's go-to place for corporate gatherings, milestone celebrations and spectacular events. The 4000sqft pillarless banquet hall is ideal for conferences, off-sites, corporate events, meetings, weddings and can accommodate up to 300 guests.



FAVoured BY JET-SETTERS



From spacious rooms to smart services and environmentally friendly initiatives, Holiday Inn Express Kolkata Airport is ideal for a quick recharge for guests flying in and out of the city

Hotels near airports are generally the domain of fatigued, convenience-focused business travellers. But, new-age high-fliers will not settle for yet another mediocre highway hotel – when it comes to hospitality, millennials seek meaningful and stimulating experiences. Holiday Inn Express Kolkata Airport aims to provide this in abundance. Located just 800m from the airport, the hotel is a brand of the globally renowned hospitality chain, InterContinental Hotels Group (IHG) and will debut in the last quarter of 2019. Smartly designed and replete with convenient features, this 105-room property is the best place for a quick recharge for those flying in and out of Kolkata.

CONVENIENT LOCATION

Holiday Inn Express Kolkata Airport is just a 5-minute drive or a 10-minute walk from the airport. It is also near the bustling commercial and IT hubs of Salt Lake and Rajarhat. Shop till you drop at City Centre-1 in Salt Lake or City Centre-2 in Rajarhat. If Nature's your thing, head out to Eco Park in Rajarhat, take a leisurely stroll, enjoy a paddle boat ride or even admire your favourite celebrities at the Mother's Wax Museum, right across the street.

Addis Hemant Gupta, General Manager, Holiday Inn Express, Kolkata Airport, "Travellers to Kolkata will be hard-pressed to find a better location and quality of hotel at a similar budget than Holiday Inn Express Kolkata Airport. We're in the Airport Zone, a perfect location for



refreshment and taking that energy break before one can hit the road for the day. Our guests can look forward to a refreshing and hassle-free stay with an excellent hands-on team to make their experience as easy and as comfortable as possible. Guests of Holiday Inn Express Kolkata Airport know exactly what they want from a hotel and we listen to them closely."

WELL-APPOINTED ROOMS

Well appointed and comfortable, the hotel features 120 rooms with varied amenities. The modern and spacious rooms feature floor-to-ceiling windows that provide sweeping airport side and garden side views, along with sufficient natural light – perfect for an early morning start.

Guests can enjoy a relaxing night's sleep on a high-quality bed with a choice of soft and firm pillows, along with foam and cotton pillows on request. In-room facilities include complimentary Wi-Fi and telephone, in-room coffee maker and a mini refrigerator.

Staycation options to unwind over the weekend are possible – guests can choose to lounge and enjoy a laidback existence with their favourite shows on the plush 32-inch LED television. The room also features an open closet with a mini-safe where guests can keep their valuables. Bathrooms are provided with exclusive products from Biotope that make taking showers a pleasurable affair.



FINE DINING

The hotel has delectable food options, including an all-day dining restaurant, Express Cafe & Bar, which serves breakfast and light bites throughout the day. Start your day with an express breakfast with an assortment of fruits, cereals, baked goods, proteins, etc. Breakfast is included in the room charges, while kids can eat with compliments from the hotel.

Whether you are looking to catch up with old friends, recharge in the afternoon or unwind in the evening after a day of hectic work, you can enjoy a wide selection of both alcoholic and non-alcoholic beverages, snacks and light bites throughout the day at Express Cafe & Bar.

FULSOME FACILITIES

The hotel's fully equipped fitness centre is great for shedding a few kilos. If exercise is not your scene, then take a leisurely stroll around the lush, landscaped property. Large windows at the lobby level bring in the radiant sunshine for guests waiting to Check-in to their rooms or spending some time before a quick Check-out.

The hotel provides smart laundry services. Wash and iron your clothes at your own pace at the smartly equipped Self Service Laundry. If you want to connect with an important client, then the hotel's meeting room is the perfect spot. All rooms

feature high-speed Internet connection, while the wireless Internet service is free for all IHG Rewards Club members.

ENVIRONMENT FRIENDLY

The Group has started the IHG Green Programme to introduce the concept of environmental sustainability in hospitality. It helps to manage resources and use energy, carbon, water and waste in ways that would minimize the overall cost and have a positive environmental impact. Over the years, the Group has reduced carbon footprints significantly. Between 2013 and 2017, it has reduced its carbon footprint per occupied room by 15% (against a 2012 baseline), achieving its five-year target. As part of 2018-2020 targets, the hotel is committed to further reducing the carbon footprint per occupied room by 6-7%.

To help achieve this target, the hotel has roped in its guests as well. Guests staying in Holiday Inn Express Kolkata Airport for more than one night can elect to participate in a Greener Stay, a programme where guests can opt out of housekeeping services in return for IHG Rewards Club points. The hotel is committed to remove single-use plastic straws from the global estate by the end of 2019. IHG is also rolling out an initiative to remove plastic water bottles from meetings and events, in favour of reusable glass bottles in all its properties.



A TOUCH OF SPARKLE

Exquisite emeralds and diamonds adorn this stunning piece by Harry Winston. The centrepiece of the necklace, a teardrop-shaped emerald, gives this bewitched wonder an extra edge, while the smaller square emeralds perfectly complement the diamonds that surround them. This enchanting piece of jewellery combines modern aesthetics with traditional design and is sure to make you stand out on the red carpet.



NATURE'S PRIDE

While blending perfectly with its majestic surroundings, Wildwinds Resort Jambudi offers impeccable facilities and comfort in a tranquil ambience

Today, hotels are no longer just a place to crash in – they are a critical aspect of your holiday experience. If you're looking for the perfect vacation gateway, a remote escape where you can slow down and relax, then Wildwinds Resort Jambudi is that place. The flagship resort of Wildwinds Hotels & Resorts,

Wildwinds Resort Jambudi is located near Sirohi's Jambudi village, amidst the Aravali Hills of South Rajasthan.

If you seek life's equilibrium, the tranquillity and beauty offered by Nature is your best bet. rugged and earthy, Sirohi has the majestic Mount Abu as its centerpiece. Part of the ancient Aravali Mountains, the forested hills support a flourishing wildlife habitat, including tigers, deer, bear, antelope and an endemic avian population. Sirohi's rich tribal culture is another attraction – visitors can mingle with the vibrant Garasia people and get acquainted with their traditional lifestyles and craftsmanship.

Shane Ash Patel, Managing Director, Wildwinds Hotels & Resorts, "This is the flagship resort of the Wildwinds Group, and we propose to follow the example of this property in conceptualising more resorts, boutique hotels and farm stays that will be in keeping with the location, whether it is a beach resort in Gujarat or a lakeside hotel in a city of Rajasthan."

STYLE QUOTIENT

In sync with Nature, Wildwinds Resort Jambudi complements its hillside location. The design fundamental comprises two-story buildings that face a splendid forested hill shaped like a dome. Brown in colour, with white trim to outline the structures, the resort blends perfectly with its surroundings.

Each building is two-storeyed, with apartment-like suites. Each Suite comprises two bedrooms with ensuite baths, a living, dining, and pantry area. Patios at the lower level Suites and balconies with the upper





Suites ensure promising sit-outs and panoramic views. A rear entry leads to a path along the wooded hillside that is rifle with birds and butterflies.

A manicured garden outside the Suites houses gazebos and a kids play area. Relax in infinity pool, which also has a bar and gazebo beside it. Aravali, the restaurant with tree motifs, leads up to the bar, with scenic hill views.

LUXE INTERIORS

Nature and luxury go hand-in-hand at Wildwinds Resort Jambudi. All the suites are tastefully furnished with splendid decor and contemporary facilities. Natural earth tones enhance the natural ambience. The 16 Executive Suites measure about 170sqm each, while the Junior Suites cover about 150sqm. Every suite has access to either the garden in front or the rooftop.

Dwelling on the USPs of the resort, Mahesh Patel, Chairman, Wildwinds Hotels & Resorts, says, "We have worked to offer the very best to our guests, even in the midst of wilderness. The restaurant has a multi-cuisine menu designed by a celebrity Chef, covering vegetarian and non-vegetarian dishes, based on his signature recipes and local specialties, while the bar upstairs is well-stocked with brands of drinks and has a selection of cocktails."

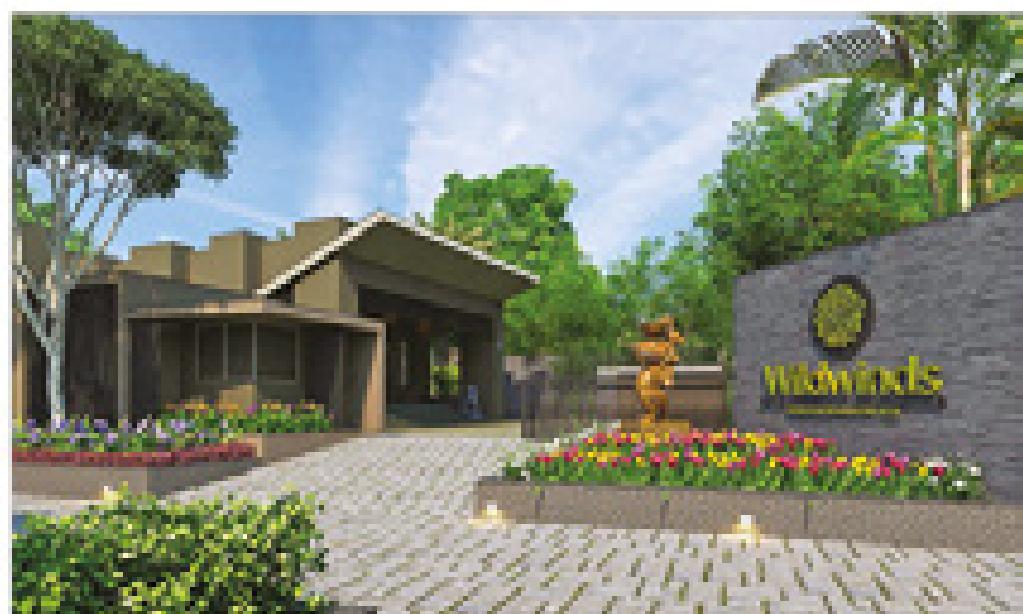
Continuing, Patel extols the benefits of the resort's spa, that offers a variety of treatments with therapy rooms and a gym. The swimming pool area is provided with cabanas, recliner bed and water walkway. Splash H2Oon, a kids-friendly pool, is ideal for toddlers.

Wildwinds Resort Jambudi is an excellent fit for MICE activities. The property has a Business Centre equipped with avant-garde facilities for corporate events and conferences.

WE CARE, a day-care facility for children, offers activities like glass painting, gardening, etc.

LEISURE ACTIVITIES

More than just providing a relaxing stay, Wildwinds Resort Jambudi offers many options for a fulfilling stay, such as treks and picnics. Echoing this sentiment, Krishna Patel, President, Wildwinds, says, "While the resort is good for those who want to relax in the property itself, it is equally





important that guests should have options to explore the surroundings. We have curated a number of signature experiences for guests, whether it is a school group on an educational trip, a culture tourist or a religious tourist. From trekking in the hills to a VIP Darshan at the Ambaji temple, we make sure each guest gets to do what they come here for."

TRIBAL VILLAGE SAFARI

Guests can visit traditional Garba homes for a glimpse into their lives and marvel at the women's ethnic attire. Outstanding craftsmanship can be seen in the form of terracotta.

Nature lovers can roam the hills, especially during the monsoon, when spectacular waterfalls enhance the experience. There are also many lakes and ponds.

FUTURE PLANS

Wildwinds Resort Jambudi has much on its anvil in terms of future plans. It proposes to continue more work on expansion of the resort; in keeping with the surroundings. Reveals Krishna Patel, "Uppankam is a mud washing craft where walls are covered with clay and other natural materials. This keeps the interiors of the house cool, even in summer,

We propose to use this regional mud plaster skill on new structures like cottages. A tribal museum is another project we plan to work on at Sisodi. As part of Corporate Social Responsibility, Wildwinds is also looking at skill development in the tribal areas, where tribal people can be trained for jobs in tourism, food and hospitality industries."



PUNE'S VIBRANT DESTINATION

Radisson Blu Pune Hinjawadi represents the best of Pune's culture with its modern comfort, incredible hospitality and congenial vibe

Today's new age travellers do not seek a one-size-fits-all hotel – they are looking for experiences and stories. They also look for courteous hospitality, sincerity, warmth and impeccable service, which are the hallmarks for creating indelible guest experiences in hotels. Radisson Blu Pune Hinjawadi checks all the boxes for a great hospitality experience and indulges you in the luxury of being yourself.

Located at Rajiv Gandhi Infotech Park, Hinjawadi, Radisson Blu Pune Hinjawadi rubs shoulders with more than 500 plus Blue-chip corporates, Automobile, Manufacturing, R&D Centres, Pharmaceutical companies and leading educational institutions at Pune. Major business hubs and industrial locations are within close distance of the hotel.

Radisson Blu Pune Hinjawadi offers 161 ultra-modern rooms and suites for business and leisure travellers and millennials. The hotel also provides renowned global cuisine in its Food & Beverage outlets to suit the palate of international travellers. A dedicated 25,000sqft-space, the largest in Hinjawadi, is available for corporate meetings and events, conferences, dinners and social parties, with the choice of indoor and open-air venues. The hotel's open air venue can accommodate 1,000 Pax for casual dinners and get-togethers. A unique wine and dine experience is also included. A wellness regime includes a wide selection of holistic healing practices, modern rejuvenation and well-being techniques at Nilaya Spa.

Representative of Pune's culture, the hotel is strategically located near more than 100 plus multinational companies, sports complexes and stadiums, premier educational institutions and leisure attractions. The Mumbai-Pune Express Highway is just 1.5km away.

Guests have easy access to weekend getaway locations such as Lonavala, Lavasa, Mulshi, Malshejgad, Shirdi, Shilim, Karjat, Alibaug, Khopoli and Khandala, and can avail Pune's buzzing nightlife. Major attractions, such as Shanivar Wada, Rajiv Gandhi Zoological Park, are less than

a 30-minute drive away. Comfort, luxury and exemplary facilities amidst a welcoming ambience are the takeaways from Radisson Blu Pune Hinjawadi. The hotel's free gym, with avant-garde equipment, ensures you stay abreast with your fitness routine.

A delectable gourmet experience awaits guests of Radisson Blu Pune Hinjawadi, which houses renowned restaurants and bars offering International and local cuisine. Over The Top offers open-air seating and private enclosures; Savor serves lip-smacking global delicacies; and Cafe Blu, has all-day dining with a quick coffee and bite before meetings and also provides a Super Breakfast buffet, sumptuous lunch and dinner buffets along with an A La Carte menu with a choice of Continental, Pan-Asian, American and Indian cuisines.

The hotel's professional and dedicated Wedding team ensures that every detail of your special day is taken care of, right from the wedding breakfast to the evening Reception and late evening cocktail dinners. Radisson Blu Pune Hinjawadi offers one of the most spectacular settings among wedding venues in Pune. Spread across 12,000sqft, the pillars-less ballroom space features two storeys, plus a magical 10,000sqft open-air venue, 'The Lawns.'

Pune being a city with great buzz, attracts young millennials who are zealous at work and party hard on weekends. Plan your weekend in advance for an unforgettable stay at Radisson Blu Pune Hinjawadi and explore popular nearby getaways, including Lonavala, Lavasa and Mulshi Dam for some memorable experiences.





HOSPITALITY'S NEW AGE SUCCESS

In full expansion mode, CP Hospitality is a unique and vibrant brand making its mark nationally

To gain the competitive edge in today's Hospitality industry it seems essential for persons at the helm to possess a myriad of unique qualities that enables them to achieve success in a position that requires talent, dedication and the right attitude.

Under the aegis of the acute and talented Gurucharan Singh Arora, CP Hospitality has become a frontrunner because it has faced its challenges head-on and with the right perspective. The company's belief that "The world's an oyster" reflects on the fact that it can achieve anything because it has the ability to do so. Strong-willed and determined, Arora set out to build his family fortunes after

the trauma of Partition and in 1988, established the first upscale business hotel – Centre Point Nagpur, in Nagpur, Maharashtra. What started with 30 rooms, one restaurant and a banquet hall, will soon upgraded to 130 rooms, three F&B outlets, 14 banqueting halls, spa, fitness centre and saloon. Today, the hotel is an iconic landmark and a household name for the people of Nagpur.

THE BRAND

Incorporated in 2017, CP Hospitality diversified into other fields, like restaurants, food processing, agribusiness, industrial catering, outdoor conventions, etc. Forever reinventing itself, the Group introduced lounge culture

into Nagpur with the fashionable The Art Cafe Lounge, a tribute to the famous Pablo Picasso. Enthused with the lounge's popularity with the millennial crowd, the company opened another casual sit-down restaurant for families, called The Dining Table.

Growing the company in leaps and bounds, CP Hospitality opened a 43-room boutique hotel – Centre Point Hotel Mumbai, to expand its footprint in the state by capitalising on the untapped revenue sources in the city. With the launch of this boutique hotel, CP Hospitality became the first and only homegrown Nagpur brand to expand to metro cities. In October 2019, the company opened its 260-seater premium Art Cafe Lounge – Pablo, in Navi Mumbai, a first of its kind in the city, and second in the Group's ambitious "Art Cafe" series.

Shifting its focus to industrial catering, the Group has commissioned the overall setup and operations of a large-scale cafeteria for one of the premier medical colleges of the country. CP Hospitality boasts a strong foothold when it comes to organising large-scale events and conventions, where the average footfall is 10,000 delegates from round the world. Such well-organised executions have helped the Group grow over the years, providing it with a major financial boost and well-marked presence in the region. Centre Point Hotel Nagpur, for instance, has organised over 30,000 weddings since its inception in 1988.

ENHANCING GUEST EXPERIENCES

A hotel's success depends on its ability to bond with its customers, be it through its impeccable hospitality, culinary techniques, or an impeccable staff. Centre Point Nagpur has established its niche in the city with its warm and efficient hospitality served with a touch of informality. The fame of the hotel's trademark dishes – Dal Biryani and Butter Chicken – has spread far and wide. Believing that loyal patrons are its best critique, the hotel ensures to get the basics right, be it for food, hospitality, services etc., to boost its guest scores, banquet bookings and guest

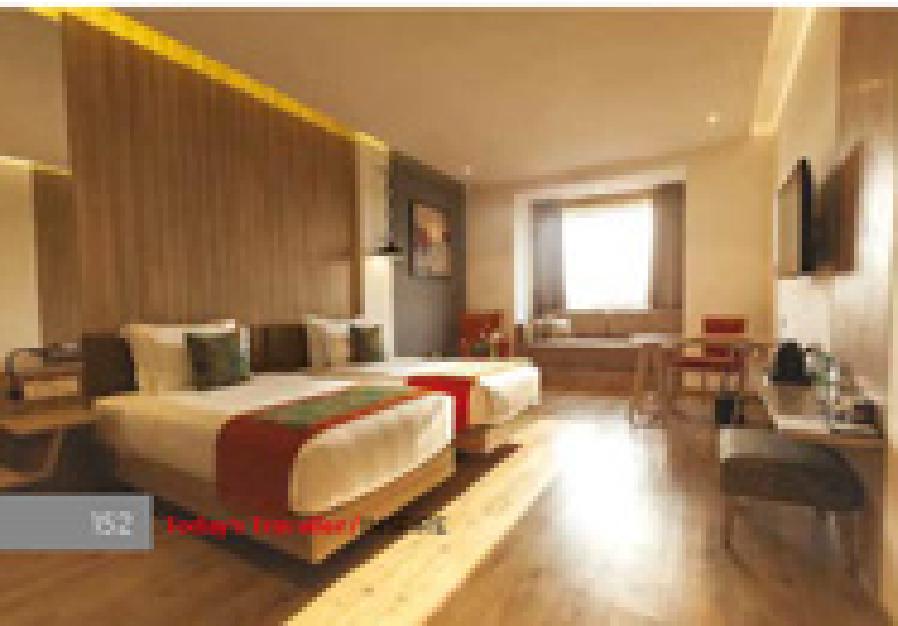
“Being a family-managed enterprise has enabled us to integrate our values and traditions into our work culture, which further reflects in the service that we offer to our guests.”

— Jasbir Singh Arora, Managing Director, CP Hospitality

experiences.

THE HUMAN CONNECT

A fundamental requisite in the hospitality business today is to establish an emotional connect with both guests and employees. Recognising this, Jasbir Singh Arora – Managing Director, CP Hospitality, firmly believes that the growth of an organisation is interconnected to the growth and the well-being of its people – be it the employees or guests. Elaborating on the human connect factor, Arora says, "If one cannot establish an emotional connection with another individual, one would never be able to create a valuable experience for the guest in its true sense. Our company has stood apart in this aspect because we think





of employees and guests as our extended family. Being a family-managed enterprise has enabled us to integrate our values and traditions into our work culture, which further reflects in the service that we offer to our guests."



Family-owned businesses generally pass on the reins of responsibility to the next generation. This is true of the CP Hospitality Group, with the introduction of Angadh Singh Arora and Arjun Singh Arora into the business as Managing Directors, to make a seamless transition of leadership from the old to the new. Their diverse experiences bring in different perspectives to projects. While Angadh Singh Arora looks after the feasibility of projects to make them viable, Arjun Singh Arora tackles operational hurdles to make them successful. The duo work in tandem with a young, talented team, assisted by Sumit Kant, Chief Operating Officer for CP Hospitality, who comes with an invaluable experience of over 20 years in the Hospitality industry.

FUTURE PLANS

The company is looking to expand its F&B specialised services, add 2,000 hrs by the year 2021, open up many more artist-specific 'Art Cafes' Lounges' in India and abroad, starting with the Middle East. Also on the anvil are wildlife resorts, to tap into the untapped potential of the nearby wildlife hotspots of Pench, Kanha and Tadoba. The Group clearly has the advantage of setting up wildlife resorts with ease and monitoring the operations accordingly.

CP Hospitality's success in the industry has attracted investors who have the financial wherewithal, though not the expertise, to operate a business enterprise. With its top-quality management and years of experience, CP Hospitality is equipped to take on potential investors and share its concepts and ideas with them and create a mutual climate of trust in order to go forward together.

WHERE HERITAGE MEETS LUXURY



WelcomHeritage hotels are bastions of superlative taste, where character, style and soul combine to offer unforgettable experiences

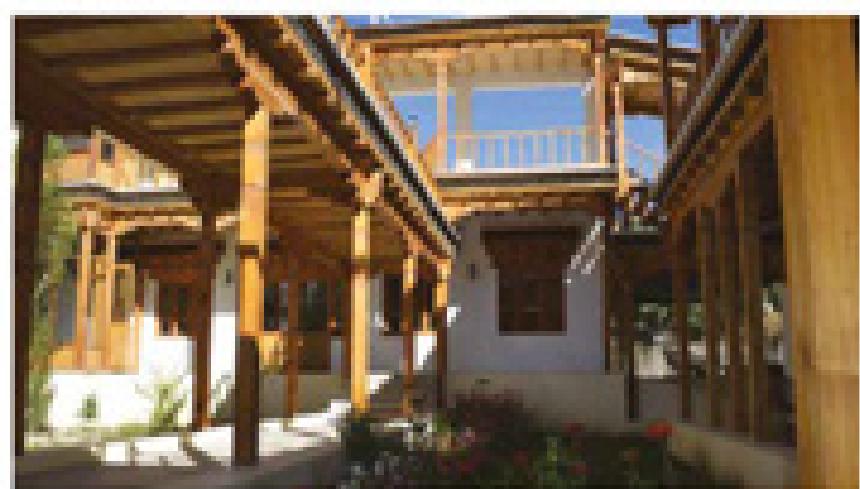
If you desire something special, a genuine, one-of-a-kind experience, think heritage hotels. Set off on a new type of journey and discover your inner historian and culture cravver. Revel in the charming ambience of bygone eras without missing out on ultra-luxury comforts. When it comes to Indian legacy and culture, WelcomHeritage hotels are potent symbols of India's past and represent the finest traditions of heritage hospitality and tourism in India.

Famed for their stunning architecture, historical location or colourful past, all

WelcomHeritage hotels have their own extraordinary stories to tell, about famous visits that have happened and royals and Presidents who have spent the night within the precincts of these hotels. Established in 1997, the Group offers unique properties in sync with diverse preferences, ranging from grand palaces to traditional havelis to magnificent forts and quiet nature resorts, spread across exclusive destinations in 16 States.

DREAM BOUQUET

Striking the perfect balance of tradition and splendour, the brand offers dream properties where history and luxury service meet. WelcomHeritage has been further categorised into three sub-brands, namely, Legend Hotels, Heritage Hotels and Nature Resorts. Legend Hotels are purely Heritage and legendary in nature. Heritage Hotels are heritage properties



first heritage village; gaze at snow-clad Himalayan peaks; go rural as you engage in an authentic village tour on a tractor; dive into a spectacular infinity pool amid spectacular views or feel the adrenaline rush as you indulge in rock-climbing, turban tying, horse safari, sand-dune-experience, bird watching, thikking and hiking.

ROYAL WEDDINGS

If you're looking to infuse culture, sophistication, and style into your nuptials and a wedding that's on par with that of royals, then WelcomHeritage is your go-to place. Live your dream in royal style as you go through the rites of passage in an authentic palace. Staying in the loop with the current trend of palace weddings, WelcomHeritage has a range of properties that offer the unique experience of royalty combined with the best culinary offerings in grandiose interior premises.

WelcomHeritage puts you in prince and princess mode as it takes you seamlessly through all the rituals and events. When it comes to tariff, the properties offer value for money and an experience to be cherished for a lifetime.

SPA THERAPY

Escape from the outside world and reconnect with yourself at one of many spas in select WelcomHeritage properties that are dedicated to a truly holistic approach to wellness. Indulge in the perfect spa experience and allow yourself to be carried away by the therapeutic pleasures worthy of emperors and the ambience of an ancient world.

Equisite fragrances, soothing music, soft lighting and relaxation areas, alongside a personal spa experience comprising outstanding

with moderate service standards, which are different from Legend Hotels, whereas Nature Resorts are non-heritage in character and are situated amidst wildlife and nature.

UNIQUE EXPERIENCES

Each of the WelcomHeritage hotels provides exceptional standards of hospitality and service, boasting fine dining and the very best in modern luxury, while championing India's historical heritage.

With a brand spread of 38 properties across 16 States, the choice is phenomenal and the experiences manifold. Guests can enjoy an enchanting wildlife safari amidst a forest landscape or marvel at the fine architecture of a 200-year-old cluster of temples and forts; cruise along a lake in colourful ghioras; walk around the country's

treatments that are a fusion of traditional and international therapies – all add up to an exclusively rejuvenating experience for mind, body and soul.

BUSINESS MATTERS

WelcomHeritage hotels lend a prestigious context to all types of meetings, events and conferences. The stunning facilities are flexible and feature the latest technology supported by personal and impeccable service to create an unforgettable experience. Dedicated conference halls are available, replete with avant-garde facilities. Your event could be customised to suit your specifications, whether you choose to celebrate it at Umed Bhawan Palace, Kota, Rajasthan in Goings or at any of the choicest destinations offered by the WelcomHeritage group of hotels.

For corporate clientele, it's a walkover, as accommodation for more than 100 people is available at the few select WelcomHeritage properties – ideal for meetings, launches or wedding gatherings. Whether you're a business or leisure traveller, the hotels' ambience and activities are conducive towards fostering guests' happiness and relieving stress.

GROWING THE BRAND

WelcomHeritage has recently flagged Tadoba Manya Villas Resort & Spa, in the forest reserve of Tadoba. The resort is spread across 65 acres, and has its own private and calm lake. It is located within 1.5km radius of the Tadoba forest, which is home to largest number of tigers in India, making it an ideal getaway for nature and wildlife lovers.

The nature resort in Tadoba will be the Group's first property in the state of Maharashtra and the Group is quite upbeat about it. WelcomHeritage is quite optimistic of flagging another 3 to 4 properties during the remaining period of the financial year. First property is Indrapuram Resort, in Udaipurwati, Shekhawati region of Rajasthan. Situated at the foothills of Aravalli range and spread across 175 acres of land surrounded by hills on three sides, with a clear view of sunset, the resort offers



a peaceful environment away from the hustle and bustle of the city life, in the lap of nature. Another property which is scheduled to be flagged is the Mount Valley Resort in Ranthambore, Rajasthan. Cosily nestled amidst the enchanting surroundings of breathtaking hilly terrain beside the dense forest of the famous Ranthambore National Park, the resort offers a tranquil holiday away from the humdrum of the city life. Built in a traditional heritage Haveli style, the calm and serene environment of the resort complements the forest, making the resort a perfect gateway to a rejuvenating and relaxing holiday.

The third property scheduled for flagging is in the holy land of Prayagraj, called Badkothi, built in the year 1627 during the Mughal Era, with a monumental facade and exquisite stone carvings, and is a royal architectural marvel. It is a well-known landmark in Allahabad City, with its proximity to the Ganga and Yamuna, and reflects the city's rich cultural history. It offers a unique heritage experience to the visitors as well as to those who want to feel the Royal Zamindari Culture and their way of life. This heritage hotel exudes an old-world charm, and yet is replete with modern and luxurious interiors, having many rich features for discerning travellers. The Group is also working towards the flagging of another property, Mohangarh Fort, near Jaisalmer. Completed in the year 1593, this is the youngest fort in the country. Built of yellow stone and decorated with delicately carved screens and balconies all around the fort, it is simply an architectural delight. The Zenana Mahal and the Mardana Mahal have Italian marble flooring and are decorated with colourful motif handmade tiles on the walls.

Oasis of Solace

Redefining the urban oasis, Waterstones Hotel, in Mumbai, combines the cosiness of a Nature-inspired boutique hotel with the comforts and luxuries of a 5-Star hotel



If you think faraway beaches and countryside cabins are your only go-to places to escape to, think again. Big cities have their own relax-and-recharge blueprint, with hotels that could make or break your vacation. Mumbai's Waterstones Hotel redefines the urban oasis notion, inspired as it is by Nature. A contemporary boutique hotel, where luxury rubs shoulders with finesse and design, the hotel is your exclusive liaison into the world of luxury and comfort.

Located at a stone's throw from Mumbai International Airport, Waterstones Hotel lives by the mantra that seclusion is the new luxury and gives you 'me time' just

the way you want it. A flagship property of Mars Hotels & Resorts Pvt. Ltd., Waterstones Hotel has a distinctive feel and features an eclectic mix of the traditional and modern, presenting discerning travellers with a unique getaway. Designed in chic colours and contemporary furnishings, this boutique hotel aptly reflects the youthful vibe of the most happening city of India.

With superb eco credentials, Waterstones Hotel is the ultimate good-for-the-soul retreat. The hotel ticks all the boxes with its cutting-edge design, arresting architecture and amazing decor, even as you step within its precincts. The tranquillity and calm of the inner spaces is reflected





In the hotel's sophisticated decor, carefully combining the care and details of a boutique hotel with the comforts and luxuries of a 5-Star hotel, Waterstones Hotel Mumbai is a charming hotel that's big on style and high on hospitality.

TRENDY ACCOMMODATION

Themed rooms and suites instil a sense of comforting space that lend themselves to an unmatched sense of relaxation. Keeping in mind the varied interests of guests, each of the rooms and suites is uniquely designed in nature-inspired themes and has dramatic views of outdoor gardens, surrounded by shallow pools and a cascading waterfall. Nature is a recurring leitmotif throughout the hotel interiors, in the rooms and suites, which feature various themes, like individual floral, mountain and rainforest themes.

Particularly noteworthy is the Waterstones Suite, which showcases a lavish living room, a fully-equipped kitchenette and a small balcony. Designed to pamper the senses, the suites and rooms come well-equipped with state-of-the-art amenities and a trendy workstation to facilitate the business traveller.

MEETINGS & CONVENTIONS

Striving to make your meetings, conventions and events a memorable affair, Waterstones Hotel leaves no stone unturned when it comes to indulging guests with its unique hospitality and services. Featuring a total of 8 meeting and banquet rooms, with state-of-the-art facilities and the essential requisites for corporate guests, the hotel can accommodate from 10 to 250 guests, and is therefore an ideal choice for events and business functions.

The art deco-inspired Manhattan Room is where you can host up to 40 guests amidst elegant retro interiors and refreshing natural light. The conference and per rooms are well-equipped with state-of-art facilities to host between 18-100 guests together.

BANQUET HALL

Built to charm and disarm, at Banquet Hall Modena, you can host lavish gatherings or important business seminars in style and comfort. The chic ambience of Modena exudes old-world charm with its vaulted Romanesque ceilings and presents an enchanted venue to make your event a gala affair. The Charcoal Pit is an ideal place to sit, relax and watch the sunset while enjoying barbecue dishes.

GOURMET DELIGHTS

ALL STIR FRY

If you're a fan of Oriental cuisine and love exploring different Southeast Asian delicacies, All Stir Fry is your gourmet haven, featuring an exotic mix of appetisers and main courses. Inspired from the street kitchens of Southeast Asia, here you get to voice your demands and the hotel encourages you to be interactive with the Chefs to create your own meal from the choices of ingredients.





Walk up to the wok counter and experiment with your own exciting combinations from the extensive range of seasonal vegetables, noodles, meats, seafood and sauces, to suit your palate. The secret to a great dining experience here is to make several trips to the wok burners to savour a tasty and delicately balanced meal.

ON THE ROCKS

Spend a perfect evening with friends or colleagues as you sip on smooth cocktails, fine wines and world-class whiskies from the global ensemble of

spirits and cocktails in a contemporary and private ambience at On the Rocks, the hotel's chic and trendy lounge bar.

LOBBY LOUNGE

If you want to spend some quiet hours by yourself, head to the Lobby lounge, snuggle up with a book and a steaming cup of tea amidst a world of timeless elegance and comfort.

VAN GOGH - WATERSTONES CLUB

At Van Gogh, the English Bar, enjoy classic concoctions at par with an

artist's perfection and take home some wonderful sipping memories.

WHITE BARN - WATERSTONES CLUB

White Barn, the coffee shop with a 24-hour dining service, is the perfect place to have a refreshing blend of tea or coffee with healthy, well-balanced snacks or meals.

SPORTS & FITNESS CENTRE

Take charge of your daily fitness routine with a range of avant-garde fitness equipment and qualified personal trainers to assist you in your workout regime, at the hotel's well-equipped Fitness Centre. Reap in the benefits of exercise with a game of tennis, squash and croquet, to feel fit and fine. For a truly uplifting experience, take a dip in the hotel's Olympic-sized swimming pool to de-stress.

SPA

Get indulgent at the hotel's tranquil spa, Bliss, and satiate your wish to be at peace with yourself. Choose from a range of rejuvenating therapies and pampering massages to calm down jangled nerves.





PREMIER DESTINATIONS



ARABIA'S HIDDEN GEM



Located on the Arabian Peninsula, Oman is a tourist's delight, with its synthesis of the traditional and modern, splendid architecture, busy souks and spectacular locations



With a rich heritage and an all-embracing society, dramatic landscapes with endless saffron-coloured sand dunes, pristine coastline, sun-kissed beaches, abundant natural beauty and age-old Arabian traditions and culture – it comes as no surprise that the Sultanate of Oman is a favoured destination. Showcasing magnificent architecture, comprising ornate mosques, beefy forts, bustling souks, and ritzy hotels, Oman is a mere 3-4½ hours away from India, with direct flights from major Indian cities. Here are some compelling reasons why Oman ought to be on the list of every discerning traveller's itinerary.

Pristine Beaches: An amazing eye-opener are the unspoilt virgin beaches in what is known as a predominantly desert country. The long 3,065km coastline spreads across the



Sea of Oman, Arabian Sea and the Strait of Hormuz. Some of the best beaches include Pine Beach, Ras Al Hadd, Al Sawadi, Bandar Al Jissah and Vissi Beach. Watch dolphins jump acrobatically in the air as you sail on a yacht or cruise. Visit the famed Corniche – a beautiful 3-km promenade along the Muscat Harbour that is lined with lush gardens, parks, waterfalls and statues.

Scent of Ambouge: If you're a nose for fragrances, head to the state-of-the-art Ambouge factory to see how the world's most valued and expensive perfumes are produced. Founded in 1963, Ambouge is a home-grown, luxury perfume brand using exotic ingredients like frankincense, roses, saffron and spices to make its hallmark scent. A guided tour will enrich your knowledge of the perfume production process.

Royal Opera House: Get your culture fix as you visit the Royal Opera House at Muscat, which showcases rich and diverse creations from Oman, the Middle East and the world over. Muscat entertains world-class artists and musicians through the year. The opera house complex boasts a concert theatre, auditorium, formal landscaped gardens, luxury restaurants and an art centre for musical, theatrical and operatic productions.

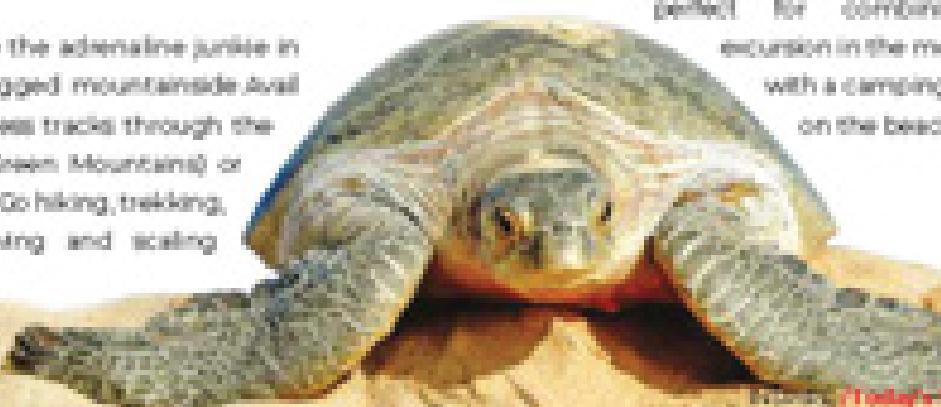
Majestic Mountains: Celebrate the adrenaline junkie in you as you traverse Oman's rugged mountain side. Avail a 4x4 vehicle to explore countless tracks through the mountains in Jabal Akhdar (Green Mountains) or Jabal Shams (Mountain of Sun). Go hiking, trekking, mountain biking, cycling, climbing and scaling

protected mountain routes. For spectacular views of the Grand Canyon of Oman, check-in at one of many luxury resorts available.

Turtle Watching: Go turtle watching at Ras Al Jinz, one of the largest nesting areas for Green Turtles in the Indian Ocean and marvel at the nesting and hatching of thousands of turtles.

Underwater World: Swim amongst countless species of fish and vast stretches of exotic coral reefs in some of the best dive sites in the world. Some of the most beautiful coral reefs sites of Oman are located in the Muscat area, Dhaylahiyat Islands, Bandar Jissah, Bandar Khayrah, Fehel Islands, Sharqiyah, Barr al Hikman, Masirah Islands, Dhofar, Musandam and Maribeth. Don't miss out on your dose of scuba diving or snorkelling in the aqua waters of Oman.

Swimming in the Wadis: Wadis are naturally created pools of waters native to the Omani landscape and form a part of the country's environmental system. Visit Wadi Bani Khalid, some 200km from Muscat which is an adventure hotspot for local Omanis and tourists and a famous destination for day trips with friends, family and colleagues. Take a three-day-and-two-night journey to Wadi Tiwi for a perfectly relaxed outing. Wadi Shab is perfect for combining an excursion in the mountains with a camping holiday on the beach.





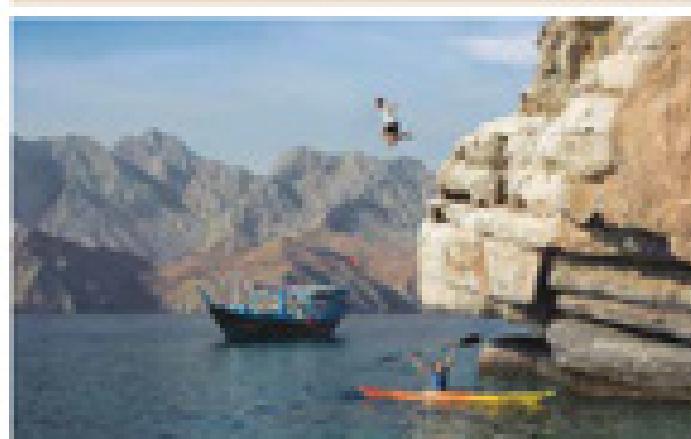
Camping in the desert: Tending to Oman's camping, which is luxury camping—a great way to enjoy the outdoors. Camping in the Sharqiyah Sands, spread over 200km-long and 100km-wide, is a one-of-a-kind experience, as you observe the ever-changing colour patterns of the dunes, sitting or lounging inside one of many Bedouin camps on the tracks and trails of this desert. Get a glimpse of Bedouin life and culture as you step into a traditional Bedouin. Engage in exciting adventure activities like Sand Boarding, Dune Bashing, Quad Biking, Camel Safaris, among others.

Explore Art and Culture: Indulge your inner historian as you explore Oman's historical and cultural landscape. Stroll around the long coastline of Oman to discover a plethora of forts, palaces and castles that are visibly the most striking monuments of the country and a major draw for tourists. Built in 1972, Al Alam Palace is a must-visit to admire stunning Omani architecture, swathed in gold-leaf and turquoise mosaic facade. Get an insight into Omani life by visiting the Bar Al Zubair museum. Located in a beautiful restored house, check out the fascinating collection of daggers, antique silver jewellery, incense burners, coins, rifles, men and women's apparel.

Sultan Qaboos Grand Mosque: The lavishly decorated Sultan Qaboos Grand Mosque is a veritable feast for the eyes, featuring archways, courtyards, chandeliers, ornate doors, white marble floors and manicured lawns. It also features an opulent Swarovski crystal chandelier that hangs from the dome and a handmade Persian carpet spanning 4,240sqm. down the length and breadth of the grand mosque. It is also one of the few mosques that allows the entry of non-Muslims.

MUST BUYS IN OMAN

- Frankincense
- Omani Dates, Honey and Halwa
- Bedouin Handcrafted Silver Jewellery
- Traditional Craft including Omani woven baskets, mats, tribal weavings and carpets
- Souvenirs, like Khanjar replicas, fridge magnets, Khanjar keychains, wooden bookmarks, scarves and shawls



A LAND UNTOUCHED

Tranquil, green and unspoilt, Bodoland is a paradise waiting to be discovered by discerning travellers who place a premium on connecting with Nature

Fresh air, lush open spaces and incredible flora and fauna - that's Bodoland. A hidden Shangri-La, where time stands still, where you can switch off and bid adieu to the stress and angst of urban living. Eco-tourism being the recent buzzword in travel tourism, it behoves every traveller to act responsibly while getting up close and personal with Nature, whether you're a birdwatcher, wildlife enthusiast, or a naturalist.

Situated on the northern banks of the River Brahmaputra, at the foothills of Bhutan and Arunachal Pradesh, Bodoland is an autonomous administrative unit, comprising four Bodoland Territorial Areas District (BTAD) -

Kokrajhar, Chirang, Baksa, and Udalguri, with Kokrajhar as its capital. The Bodos are the largest ethnic community of the Brahmaputra valley, besides being the earliest settlers in the region. The captivating destination has plenty to offer Nature lovers who seek to delve deep into its natural surroundings and experience Nature at close hand. Blessed with unspoilt natural reserves, lush landscapes, vibrant culture and rich flora and fauna, Bodoland makes for a supremely satisfying travel destination. Tread unbeaten paths, stop by gurgling streams, check out the many exotic avian species and wildlife as you traverse through this beautiful land.

MANAS NATIONAL PARK

Located at the foothills of the Eastern Himalayan and marked by the imposing Bhutan hills on the northern side, Manas National Park is a spectacular world of wildlife adventures amidst natural scenic beauty. Spanning on either side of Manas River, the park is flanked by reserved



forests in the East and West. The rugged mountains, winding river, aluvial grasslands and tropical evergreen forests are a boon for nature enthusiasts and wildlife photographers.

Manchu National Park is the only national park in India with a five-conservation status. Declared a World Heritage Site in 1986, it proves itself in being a Project Tiger Reserve, an Elephant Reserve, an Important Bird Area (IBA) and a Biosphere Reserve. It is also home to 29 of India's most threatened species of mammals and houses 26 species of birds that are globally threatened. It is most visited as it houses endemic species like wild buffalo, Royal Bengal Tiger, greater one-horned rhino, clouded leopard, sloth bear, great hornbill, pygmy hog, banded hare and golden langur, as well as the endangered Bengal Florican, among others. The park accounts for rich natural vegetation because of its high plant diversity including 300 tree species and 15 species of orchids, among others, and provides a

safe haven for a range of ungulate species. The national park has around 300 species of birds and sloth bears partly from Baksa and Chirang districts to the foothills of the Bhutan Himalayas. Do not miss the spectacular pools of water formed by the River Manas at Mathanigan, lying just near the border of India and Bhutan.

JAMDUAR RESERVE FOREST

Located at the tri-junction of Bhutan, Assam and West Bengal, Jamduar Reserve Forest boasts rich scenic beauty with myriad natural picnicking spots for nature tourists and naturalists. Situated at 60 km from Kokrajhar, Jamduar Reserve Forest can be easily reached by private car and taxi. If you love adventure sports, River Banikaph presents you with a good prospect for river rafting. The nearest railwayhead is at Kokrajhar. The world's rarest monkey, the golden langur, was first observed at this place by naturalist, Edward Pritchard Gee in 1953. The





natural habitat of the golden langur falls between the River Sankosh and River Manas, along the edges of the foothills of Eastern Himalayas. Feel inspired by Nature as you witness its glory in all the rugged beauty of this forest reserve. Explore your way through thick forests and feel overwhelmed by the magnificent scenic beauty all round.

THE RESERVE FOREST OF ULTAPANI

Located at 40km away from Kokrajhar, the Ultapani Reserve Forest is a biodiversity hotspot, situated in the western part of Manas Biosphere Reserve. Ultapani, or 'The Reverse Water', refers to the reverse flow of the River Manas, which flows through the forest from a West to East direction, unlike other rivers which flow from East to West.

Playing an important role in the Manas Biosphere Reserve, the forests in the Ultapani Reserve Forest comprise mostly semi-evergreen and moist deciduous type. Considered a 'Haven of Butterflies', it houses 300 species of butterflies and is also home to the golden langur, the great pied hornbill, wreathed hornbill and peacocks, among other rare, endangered and threatened species.

CHAKRASHILA WILDLIFE SANCTUARY

Situated under the districts of Dhubri and Kokrajhar,

Chakrashila Wildlife Sanctuary is also famous for the golden langur, and is its second protected habitat in India. Located amidst panoramic surroundings comprising green hills and two lakes on either side, the sanctuary was first declared as reserve forest in 1966 and is 6km from Kokrajhar town.

With an area spanning 45.65sq.km, the Chakrashila Wildlife Sanctuary is the only wildlife sanctuary in the world for golden langurs, held sacred by the people of the Himalayan region. The sites of interest in and around Chakrashila are: Sikkhi-Sikha, Jamagra, Baikunghni Peak, Dangdutur, Dipali Beel, Ghakjhora and Nayakgaon Rubber Garden. The sanctuary has an accommodation facility at Chorakhola, which is about 7km from Kokrajhar.

The wildlife sanctuary has a mix of green forests and two lakes, Dheer and Dipali Beel, catering to both local and migratory birds, which help in enriching the biodiversity of the sanctuary. There's a beautiful park with a hanging bridge built by the BRTC authority, where you can also enjoy boat rides on the Dipali Beel. The Sal tree is a dominant feature in the forest reserve.

Some of the bird and animal species residing here include leopard cat, Chinese pangolin, barking deer, Asiatic jackal, Bengal fox, little cormorant, green imperial pigeon, kingfisher, barbet, sunbird, minivet, magpie robin, tailorbird, different species of owl, and much more.

LAND FOR ALL SEASONS

A magical utopia, Levi, in Lapland, is a family-friendly destination offering the purest air, all-year activities and a window to the Northern Lights

Think of some of the coolest fantasy realms from fiction or celluloid and you can be sure that at least a handful of them are replicated from real life. Clear skies, clearest air, woodswathed in snow, pink Arctic sunsets – if it's straight out of fiction, it's also true of Levi in Lapland, Finland's largest and most favoured ski resort.

According to an ancient Lappish and Sami tradition, Levi enjoys eight seasons, instead of just four. Located 630m above sea level, Levi is a unique, all-year-round holiday destination with a wide range of accommodation and activities. Nature is Levi's forte and it is all-encompassing: the landscape, including the hills, mountains and lakes, are spellbinding, while there are no





wealth of outdoor activities, all of which are related with Nature and complemented by impeccable facilities. Whether it's winter, spring, summer or fall, Levi binds you forever with its mesmerising features.

SUMMERTIME FUN

In summer, experience the Midnight Sun, one of the most iconic of Finnish natural phenomena, when the sun shines round the clock for 46 days. Take a canoe trip or an early-morning sauna.

Explore the fairytale Elves Village, located in Kungsåra, just 8km from the Levi fell, and watch elves prepare for the main festivity of the year. Try your hand at angling in the river if you're an adventure junkie, hop-on to a bike at Activity Park in Levi for some downhill mountain biking on the west side of the fell. Kids can have a field-day at Adventure Park, summer sled track and Children's Playhouse.

Golf enthusiasts can head to the 18-hole course at Levi Golf, which boasts 160 hectares of incredibly green golf magic by the Levi fell.

BOUNTIFUL HARVEST

Get into agri mode as you explore Levi during harvest and marvel at the abundance of superfoods growing there. Until October, have your fill of picking blueberries, lingonberries, cloudberries, black crowberries, cranberries and alpine bearberries. Or, have a go at the many varieties of edible mushrooms.

VIBRANT AUTUMN

Visit Levi in autumn, walk amidst yellow and orange leaves as they rattle and fall. Breathe in the fresh autumn air and savor your experience for posterity as you take snapshots of you and your loved ones, bounded by autumn colours. Catch the once-in-a-lifetime experience of the Northern Lights, even as early as late August.

FIRST SNOW

Get excited with the first signs of winter in Levi – it's time for winter sports, winter saunas and ice swimming. Levi hosts an Alpine Skiing World Cup event annually since 2004. Stay in a glass



igloo and admire the bright stars and the Northern Lights through the glass roof.

WHITE CHRISTMAS

Enjoy Christmas in Levi as you try a reindeer safari, visit the neighbouring snow villages and follow the elves on an Icelandic horse. The weekly Christmas programmes include ice-fishing, go-karting on ice and much more. Experience a unique ice hotel stay at Luovettumass Ice Gallery or Lapland Hotels Snow Village, in Levi. Visit snow castles and spend the night in an Arctic suite.

A WINTER'S TALE

Bovel in sub-zero temperatures as you build snowmen, ski downhill or cross-country across powder snow. Snowfalls in Levi begin from late October or early November and continue until mid-May.

Breathe the purest air in the world – according to WHO estimates, the purest air can be found on the Sammal fell in Pallas, around 35km from Levi, where the particle content is less than 5 µg/m³. Skiing, hiking and exploring or just take in the pure, fresh air.

SNOW CRUST SEASON

Conducive for winter sports, crusted snow can support your weight and snow activities become pleasurable in Levi as the gentle rays of sun caress your face.

Go cross-country skiing on wide ski tracks, fields of snow and exciting forest routes for some memorable moments. You can also go snowshoeing and enjoy the spectacular landscape. And, for some incredible Northern

Lights viewing, stay in a glass igloo or in a Northern Lights suite. Discover the excitement of a dog sled ride for you and the family. Avail the 5km ride or an overnight safari.

WINTER SPORTS PARADISE

With a total of 40 ski slopes, Levi has something for every taste, from novices to diehard skiers. Cross-country skiing is immensely popular as well. Take part in the world-famous Virrat Ski Classics marathon race and be challenged by the all-pervasive snowy ambience as it tests your endurance skills in an entirely new way.

SPRING FEVER

Spring is the time of rebirth and celebration in Levi, there's a proliferation of green, bird song reverberates all round and the reindeer calve. The season is favoured by tourists and accordingly Levi offers accommodation options for all budgets. After all the action, opt to relax in a comfortable hotel room, cottage, suite or the House of the Northern Lights.

Spring and wellness go hand in hand. Be rejuvenated in body, mind and soul as you relax in Levi Hotel Spa, the perfect place for greeting the rays of the sun.

EXPLORE HERITAGE

Discover Sámi land, the land of the Sámi people. The largest group of indigenous people in Europe, their numbers have diminished considerably. Sámi land in Levi is part of the UNESCO Observatory Cultural Village programme, where you can spend some invaluable time learning about the culture, history and lifestyle of the Sámi people.



TIMELESS WONDER

Combining the two great loves of man, timepiece and sports, watch manufacturer, Richard Mille has come up with a limited edition of RM 055, nicknamed Roco, after the Spanish tennis legend, Rafael Nadal. This timepiece comes with a stain finished rose gold case that is 42.36mm thick and a black rubber strap. Sturdy yet elegant, this chronograph is a limited-edition piece that is available only on special request.

Hands That Craft

An intrinsic part of India's social milieu, Indian handicrafts mirror its diverse as well as homogeneous elements



PASHMINA SHAWLS

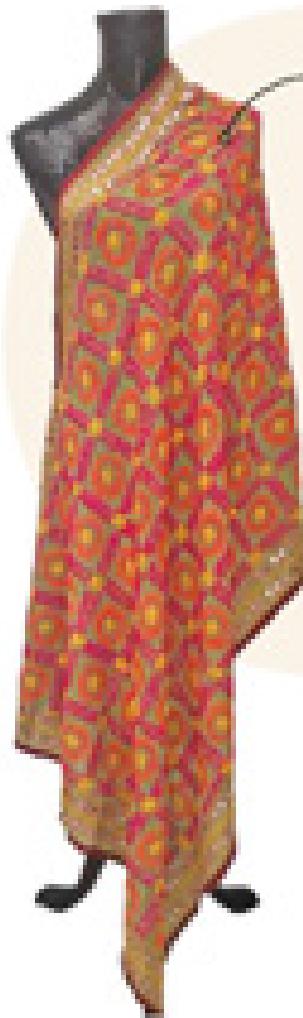
Synonymous with luxury and elegance, Pashmina shawls are made from a fine type of Cashmere wool. They are entirely hand processed, from combing and spinning to weaving and finishing, boast exquisite embroidery and are known for their softness and warmth. Kashmir has been the undisputed producer of Pashmina shawls for thousands of years, where the art of weaving Pashmina has been passed on as a legacy from generations to generations.



CARPET WEAVING

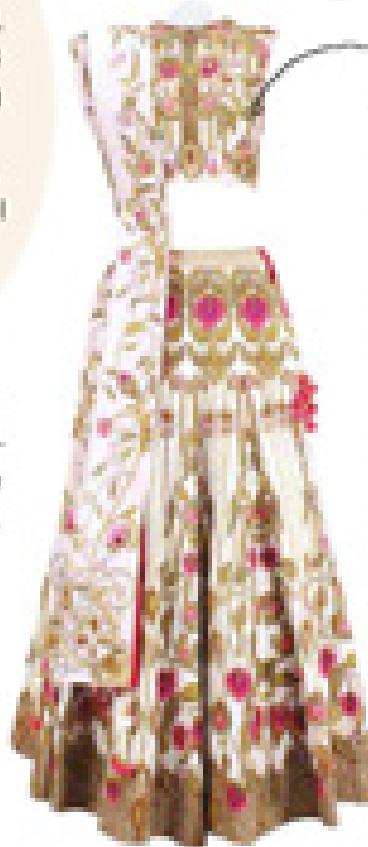
Carpet Weaving is a Persian technique which was brought to India by the Mughals. It is an integral part of the art and craft traditions of India. Ghadchi, in Uttar Pradesh, is home to leading hand-knotted carpet weaving industry hubs in South Asia. Jammu & Kashmir is also renowned for its silk carpets, woven mostly in Srinagar.

Handloom



PHULKARI

Inspired from the embroidery technique of Punjab and Haryana, Phulkari literally means 'Flower Work', featuring complex designs made through vertical, horizontal and diagonal stitches resulting in bright and colourful flower-like patterns on the cloth. Starting from the centre of the cloth, called 'chashm-e-bulbul,' the embroidery covers the entire fabric.



ZARDOZI

Once used to embellish the attire of India's royalty, Zardosi is a beautiful metal embroidery which involves making elaborate designs and patterns using silk threads wrapped in gold and silver wires. Studded pearls and precious stones are also used to enhance the magnificence of the embroidered work. Lucknow is the main centre of production for Zardosi work, featuring ornate and heavy designs with 3D quality motifs, whereas Zardosi from Hyderabad and Agra feature minimalist patterns with a focus on large motifs. The inspiration for all motifs on Zardosi embroidery has always been Nature.

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agical and mesmerising, Indian handicrafts are a perfect blend of imagination and awe-inspiring creativity. A perennial tribute to the sleight of hand, the skill and creativity of Indian artisans can be traced back to Indus Valley Civilisation, as early as 5,000 years ago. A fitting representation of India's rich culture and heritage, today, Indian handicrafts have earned a credible reputation worldwide, thanks to their ethnic designs, flourishing textures, intricate patterns and flawless finish. India offers a virtual endless list of handicrafts. Be it the fascinating terracotta castings of West Bengal, embroidered footwear of Himachal Pradesh, marble inlay work of Rajasthan or the fascinating Madhubani paintings of Bihar, handicrafts appear in an array of captivating forms across India.



SILK SARI

Weaving sarees is a household tradition in rural households of India. A connoisseur's item and a symbol of aristocracy, the Baluchari sari from West Bengal is hand-woven, using richly dyed silk, with intricate motifs depicting Indian mythology woven onto its large 'palu'. A coveted item for weddings and traditional wear, the Muga silk sari from Assam is a vibrant golden coloured fabric, known for its extreme durability. The shine of the fabric is said to improve after each wash, making it one of the softest silks in the world. The bright gold-coloured Muga silk sari and a Muga Melchela (shawl remain classic must-have items for the locals in Assam.



LEATHER ITEMS

India is famous worldwide for its leather items, whether it is for bags, garments, shoes, etc. India's leather industry is bestowed with skilled manpower, innovative technology, increasing industry compliance to international environmental standards and the support of allied industries. Some major production centres for leather and leather products in India include Tamil Nadu, Uttar Pradesh, Maharashtra, Punjab, Karnataka, Rajasthan, among others.



JUTE PRODUCTS

Known as the 'golden fibre,' the jute industry occupies a significant place in the Indian economy. Predominant in the eastern part of India, it forms an important part of the Indian Textile Industry. Major products include bags, stationery, jewellery, footwear, wall hangings, etc. West Bengal, Bihar and Assam are the leading jute producing markets in India.



BRASS HANDCRAFTS

Indian Brass Handcrafts are popular worldwide due to their richness and diversity. Designed by master designers who reflect the true spirit of Indian craftsmanship, products include an exclusive range of brass statues, animal figures, vases, tableware, etc., from UP, Kashmir, Andhra Pradesh and West Bengal.

Handi Craft



WOODWORK

The Northern states of India are reputed for their rich tradition of wooden handicrafts. Punjab is famous for its exquisite wooden furniture, Kashmir is known for its artefacts made from walnut trees, Jharkhand is famous for wooden toys, and Goa is famous for its blend of Portuguese and Indian-inspired woodcarvings. South India is famous for its rosewood carvings, utility and decorative items.

ART FROM THE PAST

Richly imbued with World Heritage Sites that add to its vibrancy and diversity, India is a dream destination for discerning travellers who like to delve deep into stories from the past.

HAMPI, KARNATAKA

The ancient village of Hampi is dotted with numerous remnants of the Capital City of Vijayanagara Empire (13th-16th Cent CE), the last great Hindu kingdom. The austere and grandiose site of Hampi is dominated by River Tungabhadra, rugged hill ranges and open plains, with widespread surviving remains comprising forts, riverside features, royal and sacred complexes, temples, shrines, pillared halls, mandapas, memorial structures, gateways, defence check points, inscriptions, water structures, etc. The unearthed remains display the magnanimous state of the Vijayanagara Empire, exuding both its once political status and economic prosperity. Showcasing the Dravidian architectural style, the monuments are characterised by their massive dimensions, cloistered enclosures and lofty towers over the entrances, enclosed by decorated pillars. The Vitthala temple is an exquisitely embellished structure on the site and represents the height of Vijayanagara temple architecture. Wide chariot streets flanked by rows of pillared mandapas is another unique feature of the temples at Hampi.

MOUNTAIN RAILWAYS OF INDIA

Opened between 1888 and 1908, the Mountain Railways of India are exemplary engineering marvels of their time. The hill railways presented a unique opportunity to connect far-flung places in the mountains to the mainland. Applying bold and ingenious engineering solutions to establish an



effective rail link, hill railways are outstanding examples of innovative transportation systems built through difficult mountainous terrain in the days of the British Raj. The Darjeeling Himalayan Railway, located in West Bengal, was the first to be opened in 1881, followed by the Kalka-Shimla Railway in Himachal Pradesh (1903) and the Nilgiri Mountain Railways in Tamil Nadu (1908). The toy train rides delight travellers as the train passes through many tunnels, arched bridges, picturesque stations, wooded forests, tea plantations and numerous hairpin bends around the hills. The trains on each of these routes travel slowly up the hills, enabling travellers to experience the majestic Himalayas, catch snowfall in winter, enjoy fresh misty air and admire the simple lifestyle of the hill folks. The hill railways of India are a historic holy trinity for train aficionados and epitomise the old saying - "The journey is as memorable as the destination."

CHOWMAHALLA PALACE

The imposing Chowmahalla Palace in Hyderabad is an intricate work of domes, arches and windows. The complex is embellished with gilded fountains, expansive gardens, numerous palaces, Clock Tower, Roshan Bagh and the Council Hall. Once the seat of power for the Nizams of Hyderabad, the palace is considered a masterpiece for its marvellous style and elegant architecture. Translates to 'Four Palaces,' the monument boasts two massive courtyards, a grand dining hall and the four palaces - Afzal Mahal, Mihrab Mahal, Tahneek Mahal and Aftab Mahal. The splendid Khilwat Mubarak is a royal court, where the Nizams hosted many ceremonies and parties under 10 enormous Belgian crystal chandeliers. Today, its side rooms house historical exhibits, arts and crafts and exhibits of the Nizams' personal possessions. In the southernmost courtyard is a priceless collection of carriages and vintage cars, including a 1911 yellow Rolls Royce and 1907 Quick convertible. The heritage palace is known for its unmatchable interiors and exteriors, done in a confluence of Rajasthani, European, Persian and Indo-Saracenic architectural styles.



RANI KI VAV (THE QUEEN'S STEPWELL)

Rani Ki Vav, or the Queen's Stepwell, is a UNESCO World Heritage site, which is situated in the than town of Patan, Gujarat. It is an iconic example of Royal Stepwell architecture and was erected between 1022 and 1063 AD by Queen Udayamati, wife of King Bhimdev I. The structure was lost only to be rediscovered in the 1960s, after spending many years in obscurity. That is one of the main reasons behind five of its seven storeys still standing tall, with almost all of their intended designs and carvings present in pristine condition. The iconic complex includes many inimitable facets that have made it one of the most significant stepwells in the country. Admirable is the stepwell's intricate Maru-Gurjara architectural style, with the interiors of the well, pavilions and corridor walls housing around 400 enticing sculptures which incorporate numerous characters from Hindu mythology.



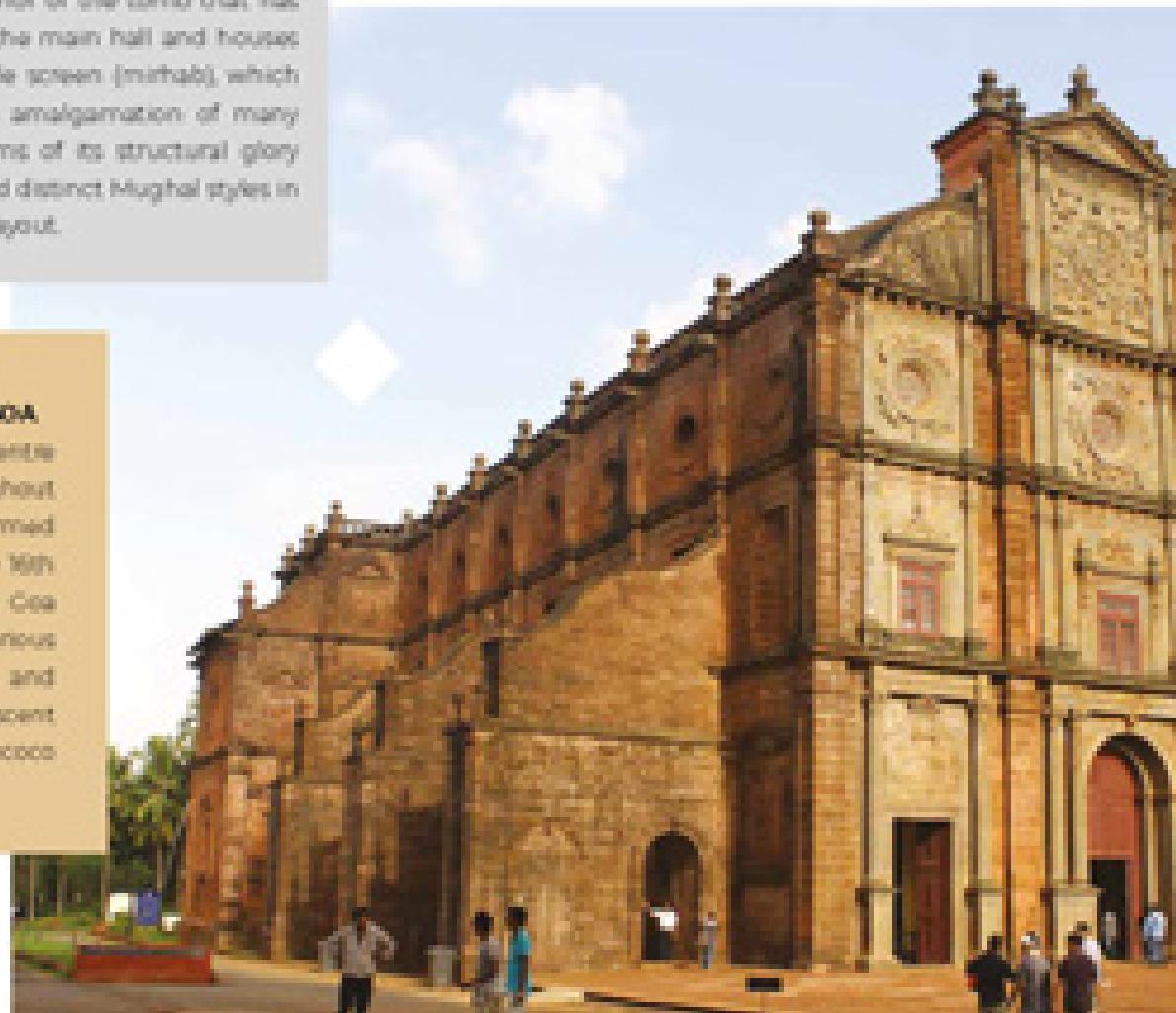
HUMAYUN'S TOMB

Located near the famed Nizamuddin Dargah lies Humayun's Tomb – the first garden tomb of the Indian subcontinent. Declared a UNESCO World Heritage Site in 1993, Humayun's Tomb was the first of its kind when it was built in the 1560s, under the patronage of Emperor Akbar. Humayun's tomb stands tall with minimal restoration, having retained almost all of its original elements. Depicting the salient facets of Mughal architecture, the tomb features the symbolic square garden (charbagh) with four river channels that represent the Quranic paradise. The iconic tomb is made of redstone with black and white marble being used for borders. The complex has two, 11-m high, double-storeyed gateways on the west and south ends. The interior of the tomb that has an octagonal design plan for the main hall and houses the symbolically cut-out marble screen (mihrab), which faces Mecca. The tomb is an amalgamation of many architectural influences in terms of its structural glory and features Persian, Indian and distinct Mughal styles in terms of its overall design and layout.

and Manueline styles, popular in 16th-18th century Europe. Tourists are spoilt for choice exploring Old Goa, as it houses some of the most beautiful and extravagant structures in the country. Some of the historically significant sites include – The Church of Saint Francis of Assisi, which was built in 1523. Directly opposite is the picturesque Basilica of Bom Jesus, which contains the tomb of Saint Francis Xavier. The former port town is full of wonders, and its Catholic roots are observed to this day in the daily lives of the locals. One can also hop onto the nearby town of Panaji, which is famous for its numerous Latin quarters and Portuguese mansions.

CHURCHES AND CONVENTS, GOA

Old Goa was once the epicentre of evangelisation throughout Southeast Asia and was transformed into a Portuguese port by the 16th century. The Portuguese left Goa in 1961, but left behind various unique churches, convents and memorabilia which are reminiscent of the mannerist, baroque, roccoco





VICTORIAN AND ART DECO HERITAGE, MUMBAI

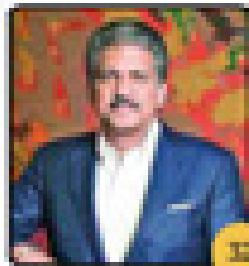
Mumbai is a city where history and culture thrive together. In the British era, the city was an important centre of financial prowess and highlighted the dominance of the British Empire in the subcontinent, with its ensemble of iconic buildings that are as important today as they were 100 years ago. Mumbai is dotted with landmark architectural marvels built in Victorian, Gothic and Art Deco idiom that today serve as public buildings, insurance offices, banks and railway headquarters, hotels, colleges, restaurants, prominent clubs, theatres, residential buildings, etc. In particular, South Mumbai, popularly known as Colaba (South Bombay) exudes an old-world charm with its array of colonial era buildings.

NALANDA MAHAVIRJIKA, BIJAPUR

Bijapur houses the famed archaeological site of Nalanda Mahavirjika, which invites one to gander over the remains of the once famed Buddhist monastery and scholastic institution. The layout of the land dates back to the 3rd century BCE, and the wide array of stupas, shrines and various artworks formed out of stucco, stone and metal are well maintained to this day at this iconic UNESCO World Heritage Site. The scholastic establishment of the past spans an area of more than 23 hectares. The heritage site has more than 11 viharas and 14 temples alongside many smaller shrines and structures which are scattered throughout the vast land. Many of the artefacts collected from the archaeological site can be seen at the nearby Nalanda Archaeological Museum.



CONTRI



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PRAHLAD SINGH PATEL
Member of State (Mo) for
Tourism & Culture,
Gujarat, Govt. of India

MAHINDRA MANDAVIA
Member of State (Mo) for Shipping,
Minister of State for Chemical &
Fertilizers, Govt. of India

MUKESH BHABHAN
Chairman & MD,
Reliance Industries,
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KISHAN MAHINDRA-
BAIN
Chairman & MD, Bhavyan
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ANAND MAHINDRA
Chairman of Mahindra
Group
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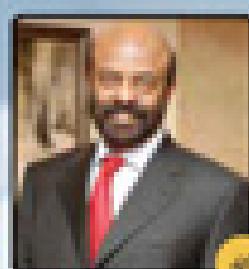
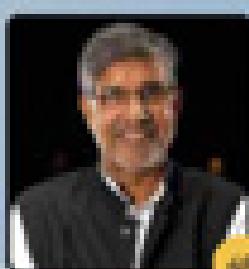
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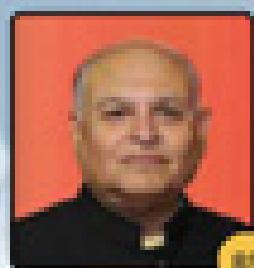
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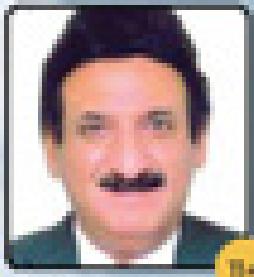
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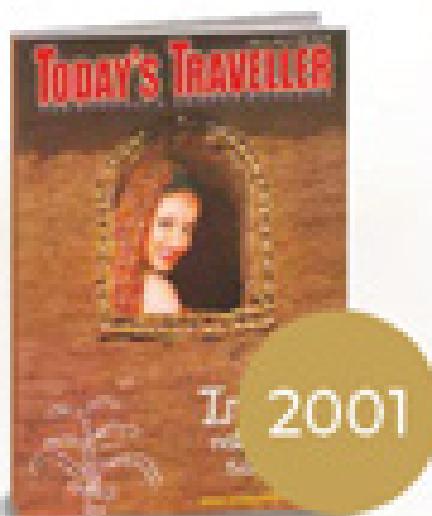
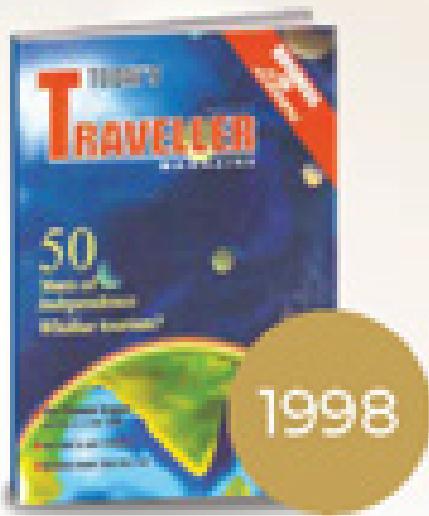


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PATA

GOLD AWARDS FOR EDITORIAL EXCELLENCE



Magazine: Today's Traveller

Article: 50 years of Independence: Whither Tourism?

With its very first issue in August 1997, Today's Traveller, a business and leisure travel monthly, was honoured with a PATA Gold Award at the 40th Annual Pacific Asia Travel Association (PATA) conference held in Manila in the first week of April 1998. The award recognised the cover story written by Kamal Gill, Executive Editor, Today's Traveller.

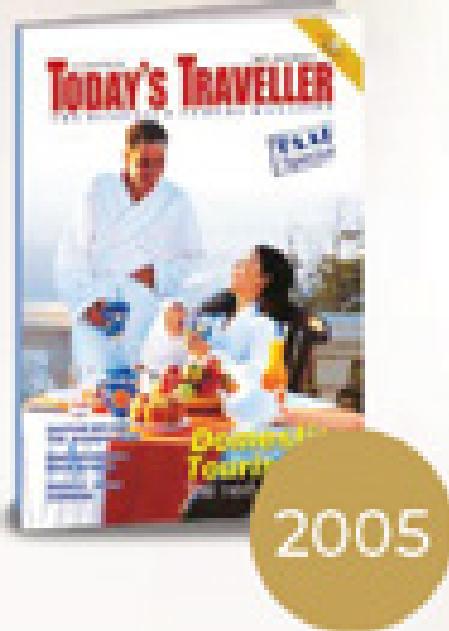
Joseph A McInerney, the then CEO of PATA, said, "PATA Gold Awards recognise the very best in travel journalism. We honour the award winner's ability to set new standards for excellence and innovation."

Magazine: Today's Traveller

Article: Serving Up India... The Right Way
PATA's panel of judges selected Today's Traveller once again. The winning entry was selected from more than 200 gold award entries by a panel of international experts.

The judges' comment:

"Ms Gill takes a tough-love approach to the challenges India is facing in terms of tourism development and promotion. In her interviews with key industry figures, she reveals frank criticism as well as constructive suggestions. Far from being a 'doom and gloom' piece, this article examines the negative, but points out opportunities for a positive outlook."



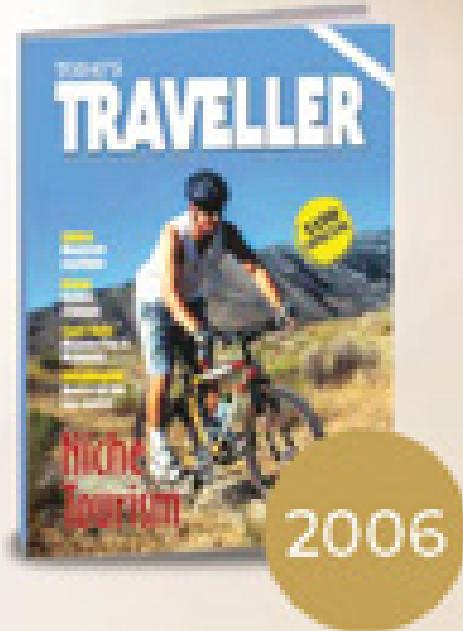
2005

Magazine: Today's Traveller

Article: Domestic Tourism...The Next Big Wave In 2005, Today's Traveller was once again selected for the PATA Gold Award. Among the contenders were magazines like Conde Nast Traveler, Travel & Leisure and National Geographic.

The judges' comment:

"In 'Domestic Tourism...The Next Big Wave,' Kamal Gill explains why it has taken the Indian travel industry so long to wake up to the fact of 300 million domestic tourism trips each year. By using incisive quotes from industry and government tourism leaders, the author shows how a change in the mindset and perspective is finally unleashing a domestic revolution that is influenced by social, economic and political changes. The picture that emerges is of an impossibly diverse destination, which is only now starting to reap the benefits of a multi-faceted, mid-market boom."



2006

Magazine: Today's Traveller

Article: Niche Tourism-Small Is Beautiful
In 2006, Today's Traveller won the PATA Gold Award from amongst a large number of contenders.

The judges' comment:

"Kamal Gill delivers a well-researched, highly informative and ultimately inspirational study of the massive potential of niche tourism in India. Kamal draws out insightful comments from India's travel trade leaders, who were not afraid to voice their opinions. She outlines the problems of the current approach, which she calls the 'herd instinct,' and then focuses on solutions substantiated by expert points of view. Her 'Niche Tourism' piece in Today's Traveller is propelled by a heady wind of ideas that will help consumers and the travel trade discover the immense potential of the inbound travel sector in India."

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